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POLYCOM® VVX® 500

Business Media Phone

User Guide

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Introduction

Who Should Read this Guide

This guide contains overview information for people who are just starting to learn about the Polycom® VVX® 500 Business Media Phone, or who have experience, but need a quick refresher. It is intended for beginning users, as well as intermediate and advanced users who want to learn about the phone's features.

How to Use this Guide

This guide is organized into five chapters. The beginning chapters introduce the phone and explain how to use the phone's basic features. Later chapters describe advanced features, and how to customize your phone to suit your needs. The guide also includes safety and legal information.

- **Chapter 1: Getting Started**
  This chapter contains general information about your phone that you'll find helpful before you start using it. It describes phone hardware and phone views, how to use the touch screen, navigate menus, and enter data.
- **Chapter 2: Using Basic Features**
  All the basic features that your phone offers—such as how to add contacts and favorites, or transfer or forward calls—are described in this chapter.
- **Chapter 3: Using Advanced Features**
  Advanced features that may not be available on the phone, or that you may not use on a day-to-day basis, are described in this chapter.
- **Chapter 4: Customizing Your Phone**
  You can customize your phone in many ways, including setting up a screen saver, or changing the backlight, background picture, or time and date format. Read this chapter to personalize your phone.
- **Chapter 5: Administrative Tasks**
  This chapter describes tasks that your administrator may ask you to perform. These tasks include investigating phone issues, restarting the phone, updating the phone's configuration, and testing the phone's hardware.
- **Safety Notices**
  This section provides important safety and compliance information relating to your phone.
- **End-User License Agreement**
  The End-User License Agreement outlines the legal agreement between you and Polycom when you agree to install and use Polycom software.

Conventions Used in this Guide

As you read this guide, you'll notice that the same terms and conventions are used repeatedly. Make sure you familiarize yourself with these terms and conventions so you understand how to perform phone tasks.

- Tap:

This term refers to touching an item on the screen with your finger, and then lifting your finger.

- Press:

This action refers to depressing a key on the keypad or pressing a screen item for a second or two.

- Press and hold:

When you press and hold a screen item, you need to touch the screen for a second or two before lifting your finger.

- Tap Submenu > Submenu > Submenu:

This convention describes how to access submenus. Each submenu name is in boldface and separated by a 'greater than' symbol. If the instructions indicate to tap **Basic > Preferences > Language**, tap the **Basic** submenu, tap the **Preferences** submenu, and tap the **Language** submenu.

- Highlight:

This action refers to tapping an item on the screen so that its appearance brightens. Soft keys apply to highlighted items.

- Select:

Selecting an item on the screen refers to tapping the item so that another screen opens.

- Views:

Your phone has four main views: Home, Calls, Active Call, and Lines (the default) view. A view is a specific screen on the phone interface that provides unique information and enables you to perform specific tasks.

- Dialpad:

The dialpad is the area of the keypad you use to enter numbers and characters. The dialpad consists of all the number keys, as well as the asterisk (*) and pound (#) keys.

- Scroll:

This action describes how to view lists that appear on more than one screen. To scroll through items or lists, touch the screen, and then drag your finger up, down, left, or right. To stop scrolling, stop the dragging motion.

- Swipe:

This action moves a list of items up, down, left, or right. When you want to scroll quickly, swipe your finger across the screen, either up, down, left, or right. To stop your screen from scrolling, press your finger anywhere on the screen. Touching the screen while it scrolls won't select anything. Swiping your finger to the left or right also displays other phone views.

- Key:

This term refers to any button on the phone console. Phone keys include the dialpad keys, .

- Option:

An option is one of a series of items you can select for a phone setting, such as *Enabled* and *Disabled.*

- Held call:

This term describes any call (including a conference call) that is on hold. Held calls don't have audio associated with them.

- Active call:

This term refers to a call (including a conference call) you're currently in. An active call has audio associated with it.

- Setting:

The name of a field for which you can define information or choose an option.

- Field:

This term describes the area of the screen next to a setting in which you can enter information or select an option.

- Icon:

A picture on the screen. There are two types of icons:

- An icon that acts as a button that you can tap to access a function, feature, setting, or application. For example, when you're in Lines, Calls, or Active Call view, you can tap the Messages icon ( ) or Recent Calls icon ( ) to review your messages and call history.
- An icon that provides phone information or status only. Tapping this type of icon doesn't access another function. For example, your phone may have an icon to indicate you have a voicemail message simply to notify you of the current status.

- Soft key area:

The soft key area (shown next) is the area along the bottom of the screen that displays context-sensitive soft keys.

- Soft key:

This term describes the context-sensitive keys that display along the bottom of the screen that update depending on the task you're performing. To see additional soft keys (if available), tap **More**. The More soft key is always on the far-right of the soft key area.

- Status bar:

The status bar (shown next) is the top-most section of the touchscreen that displays your extension number, the date and time, and scrolling icons and messages.

Related Documents

For additional information about the VVX 500 phone, see the following documents:

- User Documents:

  - *Polycom VVX 500 Business Media Phone Quick User Guide*—This guide is a quick reference on how to use the phone's most basic features. It also briefly describes how to navigate the phone and enter information.

- Setup and maintenance documents:

  - *Polycom VVX 500 Business Media Phone Quick Start Guide*—This guide describes the contents of your phone package, how to assemble the phone, and how to connect the phone to the network.

  - *Polycom VVX 500 Business Media Phone Administrators' Guide*—This guide provides detailed information about setting up and configuring your phone, including how to configure features.

  - *Polycom VVX 500 Business Media Phone Wallmount Instructions*—This document provides detailed instructions for mounting your phone on the wall. To install your phone on the wall, you'll need the optional wallmount package.

- **Feature Descriptions and Technical Notifications** for Polycom phones.

Web Info: Accessing Phone Guides

VVX 500 documents are available from the **VVX 500 Business Media Phone Support** Web page. In addition, the *Quick Start Guide* is in you phone package, and the wallmount instructions are in the optional wallmount package.

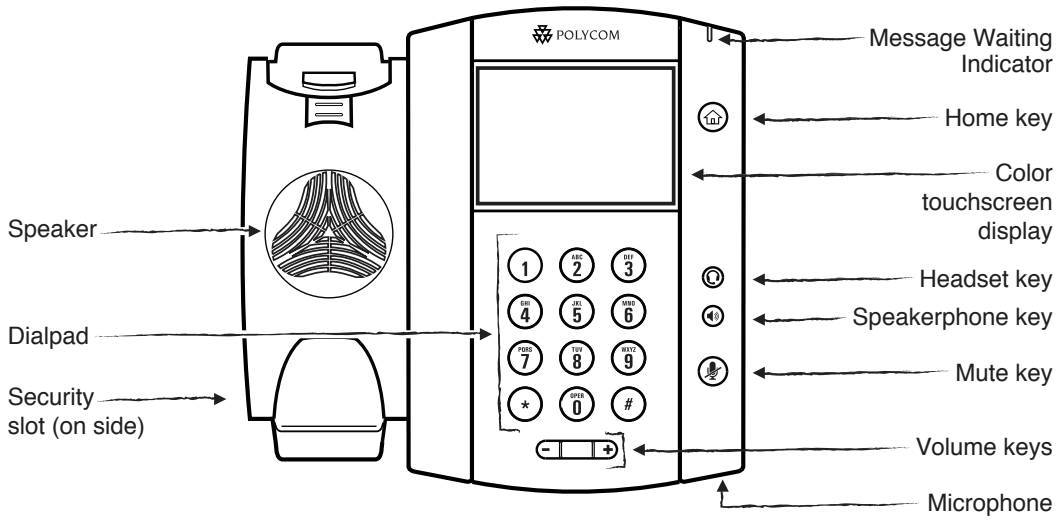
Chapter 1: Getting Started

Before you use your phone, you may wish to take a few moments to become familiar with its features and user interface. In this chapter, you learn about your phone's components, the screen layout, and how to use the touchscreen. You'll also learn how to clean the touchscreen and configure your phone remotely using the Polycom Web Configuration Utility.

Note: Accessing Features and Options

Before you read this guide, keep in mind that certain phone features are configurable by your system administrator or determined by your phone environment. As a result, some features may not be enabled or may operate differently on your phone. The examples and figures in this guide may not directly reflect the layout of your specific phone screen.

Phone Keys and Hardware



Feature	*Description*
Speaker	Provides ringer and hands-free (speakerphone) audio output.
Dialpad	Enables you to enter numbers, letters, and special characters. You can also use the dialpad keys to select menu items that have index numbers.

Feature	Description
Security slot	The connector on the left side of your phone that enables you to attach a laptop cable lock to your phone so you can secure it to a desktop. For more information on locking your phone to the desktop, see **Security Slots on Polycom Phones (Technical Bulletin 64654)**.
Message Waiting Indicator	Flashes red to indicate new messages.
Home key	Press from any screen to display Home view. From Home view, press to display other phone views.
Color touchscreen display	The screen is touch-sensitive. Tap to select and highlight screen items. To scroll, touch the screen, and swipe your finger up, down, right, or left.
Headset key	Enables you to place and receive calls through a headset. The key glows green when an analog headset is activated, and blue when a USB headset is activated.
Speakerphone key	Enables you to place and receive calls using the speakerphone. The key glows green when activated.
Mute key	Mutes local audio during calls and conferences. The key glows red when activated.
Volume keys	Adjust the volume of the handset, headset, speaker, and phone's ringer.
Microphone	Transmits sound to other phones.

Web Info: Additional Phone Hardware

For information on other phone hardware, including how to connect your phone to the network, see the *Quick Start Guide* for your phone, available from the **VVX 500 Business Media Phone Support** Web page.

Phone Views

Your phone has four main views: Home, Calls, Active Call, and Lines view (the default).

To change views:

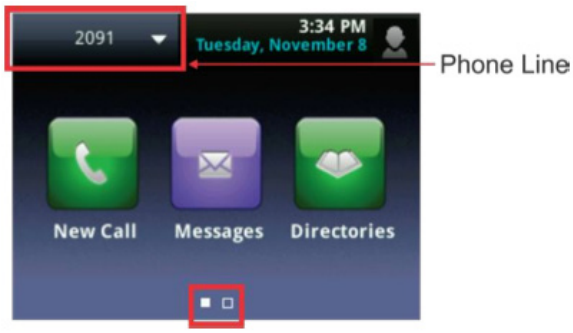
- For Home view, press .
- From Home view, press to display either Lines, Calls, or Active Call view.
- To switch between Lines view and either Calls or Active Call view, swipe the screen to the right or left.

Troubleshooting: Why Can't I Access a Certain View?

The views you can access depend on the number of calls your phone has, and if your phone has an active call. If your phone is idle, you can access Home and Lines view. If your phone has one call only—and it's active—you can access Home, Lines, and Active Call view. If your phone has multiple calls, or one held call, you can access Home, Lines, and Calls view.

Home View

You can display Home view (shown next) by pressing . At the top, the status bar displays your phone's extension number and the time and date. If your phone has information you should know about, icons and/or messages will scroll, together with the date, under the time display.



Home view shows three main icons:

- **New Call:**

  Tap **New Call** to display the Dialer. From the Dialer, you can enter a number or URL and place a call. From the Dialer, you can quickly access the Directory, Recent Calls, and Favorites.

- **Messages:**

  Tap **Messages** to access your voicemail messages.

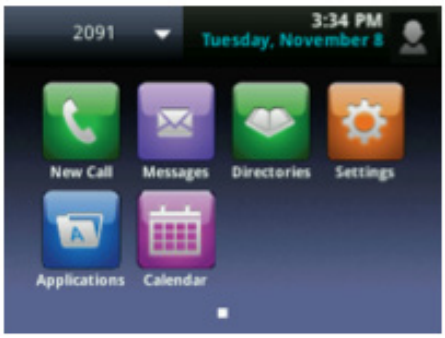
- **Directories:**

  Tap **Directories** to view all the contacts in your local Contact Directory. From your directory, you can add and search for contacts, as well as quickly access the Dialer, Recent Calls, and Favorites.

Note: Accessing the Corporate Directory

If your phone has a Corporate Directory, tap **Directories** to access the Corporate Directory and Recent Calls.

If you press and hold the page indicator, , (shown above), Home view expands to display additional icons (shown next). To hide the additional icons, press and hold .



Additional icons include:

- **Settings:**

  Tap **Settings** to access features and settings to customize your phone.

- **Applications:**

  Tap **Applications** to access a menu of custom applications. See your administrator for information about any specific applications listed in this menu.

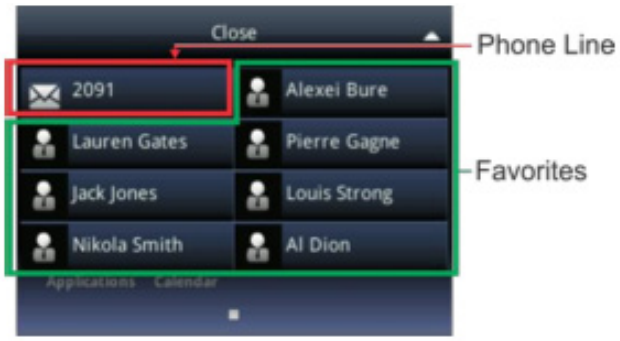
- **Calendar:**

  If the Calendar feature is available on your phone, you can tap **Calendar** to view and join meetings.

User Tip: Displaying Home View Icons

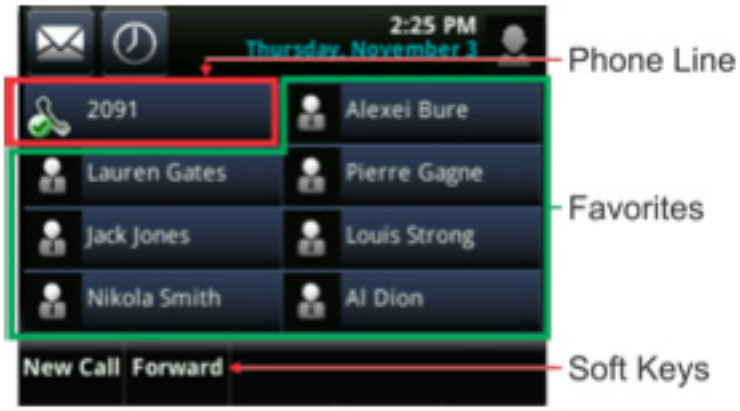
Instead of pressing the page indicator to view additional Home view icons, swipe the screen.

From Home view, tap the phone line to display your phone lines and favorites (shown next). From this screen, tap a phone line to open the Dialer, or tap a favorite to dial the favorite. To go back to the Home view icons, tap **Close**.



Lines View

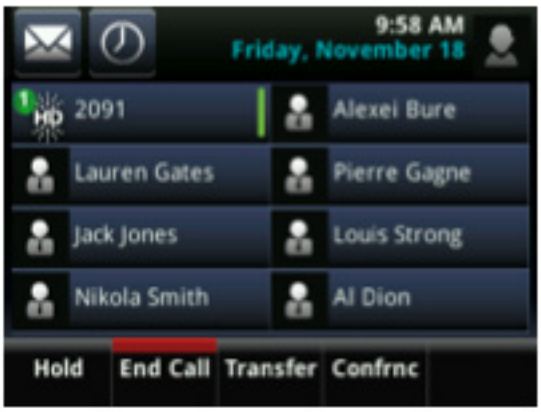
Lines view (shown next) is your phone's default display. Lines view displays all your phone lines, your favorites, and soft keys.



If your phone is idle, you can:

- Tap a phone line to access the Dialer.
- Swipe to switch between Lines view and the Idle Browser (if available).

If your phone has calls, the phone line indicates the number of calls you have, and if they're active or held, as shown next. If the phone line has an active call, a green bar displays. If the phone line has one or more held calls, a flashing red bar displays.



Note: Accessing the Idle Browser

If your phone has calls, you can't access the Idle Browser. To access the Main Browser, tap **Applications** from Home view. For information about the Browser, see **Using the Browser.**

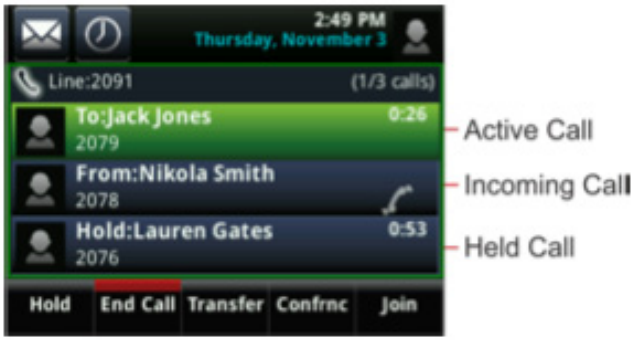
Active Call View

If you have only one call in progress—and it's active (has audio)—you can access Active Call view (shown next).

This view displays the name and number of the person you're talking with, and the duration of the call. From Active Call view, you can manage the call: hold, end, or transfer it, or set up a conference call with the person you're talking with and another party.

Calls View

You can access Calls view if your phone has multiple calls in progress, or you have one held call. Scroll to see all your calls. If your phone has multiple lines, calls display under the associated line.



Call color indicates status:

- **Dark green:** Active call.
- **Dark blue:** Incoming and held calls.
- **Bright green:** Active call is highlighted.
- **Bright blue:** Incoming or held call is highlighted.

Tap a call to highlight it. The soft keys apply to the highlighted call.

User Tip: Navigating Back to Calls View

If you navigate away from your call(s), tap < Calls to see Active Call or Calls view again.

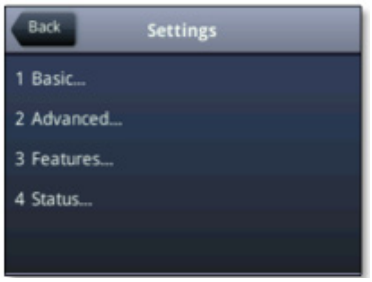
Understanding Phone Icons and Status Indicators

The following icons and indicators may display on the screen to indicate phone, call, or buddy/contact status, or to indicate that a feature is enabled. You can tap certain icons to access information or features.

Icon	Description	Icon	Description
	-Registered line		-Press to view more or fewer icons in Home view.
	-Unregistered line		-Status indicators in Lines view. A flashing red bar indicates held calls. A green bar indicates an active call.
	-Phone warning		-Tap to see more information
	-Placing a call		-Tap to edit
	-Active call using Polycom HD Voice		-Shared line
	-Held call		-Shared line with a held call
	-Incoming call (in Home view)		-Call forwarding (Always) enabled
	-Incoming call (in Lines view and the Incoming Call window)		-Tap to access Recent Calls
	-Active conference		-Tap to access your Message Center
	-USB flash drive attached		-Presence status (Available)
	-Recording in progress or paused		-Presence status (Busy)
	-Placed call (in Recent Calls view)		-Presence status (Away)
	-Received call (in Recent Calls view)		-Presence status (Do Not Disturb)
	-Missed call (in Recent Calls view)		-Presence status (Offline)
	-Do Not Disturb enabled		-Presence status (No information)
	-Login credentials locked		-Backspace

Navigating Your Phone Interface

The following table shows you how to navigate your phone's screens, as well as select and highlight options.

If you want to...	*Do this...*
Return to Home view from any screen	Press ⌂.
Return to the previous screen	Tap **Back** (in the upper-left corner of the screen), as shown next. 
Switch phone views	- Press ⌂ to display a different view. - Swipe to switch between two views. Note: If you're in Home view and press ⌂, the Idle Browser may display. Swipe the screen to display Lines view.
Highlight calls in Calls view	Tap a call to highlight it. The soft keys apply to the highlighted call.
Select a menu item or option	Tap the menu item or option.
Close an option box without selecting anything	Tap ✕.
Select an icon, soft key, menu item, or option	Tap the icon, soft key, menu item, or option. If an item in a list has a number next to it, you can press the corresponding number on the dialpad to select the item.
Select a soft key that's not in view	If a **More** soft key displays in the far-right of the soft key area (as shown next), there are additional soft keys available, but you can't see them. Tap **More** to view the additional soft keys.

Entering Data and Updating Fields

You can enter information and edit fields in these two ways:

- Using the onscreen keyboard.
- Using the dialpad keys on the phone console.

Regardless of whether you use the onscreen keyboard or the dialpad keys to enter information in fields, you can tap **Encoding** or **Mode** to specify how you want to enter information:

- **Mode:**

  enables you to enter just numbers, or text in title case, lowercase, or uppercase characters.

- **Encoding:**

  enables you to enter alphanumeric and special characters, as well as characters in special languages.

The following tables list the Mode and Encoding soft key options.

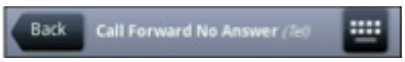
Mode Options
1 Abc
2 ABC
3 abc
4 123

Encoding Options
1 Abc
2 ABC
3 abc
4 123
5 ASCII (for regular text)
6 Latin (to enter accented characters)
7 Katakana (for Japanese characters)
8 Unicode (to store characters as double bytes)
9 Cyrillic (for Russian characters)

Using the Onscreen Keyboard

Use the onscreen keyboard (shown next) to quickly update field information. If a data entry field only requires numbers, the onscreen keyboard will just show numbers.

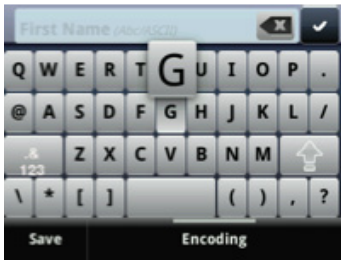
To access the onscreen keyboard, tap in the phone's status bar, as shown next. The icon displays in the status bar whenever you can enter information in a field.



To use the onscreen keyboard:

1. In the phone's status bar, tap .
2. Press your finger on the character you want.

   The character will display in a magnified view on the screen, as shown next. To enter the character, lift your finger. If you don't want to enter the character, drag and lift your finger.



Use the tips in the following table to enter information using the onscreen keyboard.

If you want to...	*Do this...*
Enter text	Tap and tap the characters you want.
Enter uppercase characters	Tap .
Enter lowercase characters	Tap .

If you want to...	*Do this...*
Enter numbers	Tap , and tap the numbers you want.
Enter special characters	Tap , and tap the characters you want.
Exit the onscreen keyboard, enter the information, and update the next field	Tap .
Exit the onscreen keyboard, enter the	Tap Save.
Delete a character	Tap the character to highlight it in yellow and tap .
Delete a series of characters	Drag your finger across the characters to highlight them in yellow and tap .
Replace characters	Highlight the character(s) you want to delete. Then, enter the character(s) you want.

Using the Dialpad Keys on the Phone Console

Instead of using the onscreen keyboard, you can use the dialpad keys on your phone console to update field information.

If a field requires data input, tap **Encoding** or **Mode** to specify how you want to enter data.

Use the tips in the following table to enter information using the dialpad.

If you want to...	*Do this...*
Enter numbers, or characters in uppercase, lowercase, or title case mode	Tap **Encoding** or **Mode,** and select one of the alphabetic (ABC, abc, or Abc) options.
Enter only numbers	Tap **Encoding** or **Mode,** and select the numeric (123) option.
Enter text in a special language	Tap **Encoding,** and select one of the language options.
Enter a character	Press a dialpad key repeatedly to view the character options and stop to select. When the character you want to enter displays in the field, wait one second, and enter the next character.
Enter a number	Press a dialpad key repeatedly (depending what mode you're in) to enter the number that displays on that key.

If you want to...	*Do this...*
Enter a special character	Tap Encoding, and select one of the alphabetic (Abc, ABC, or abc) options. Then, press the **1**, *****, **0**, or **#** key one or more times to enter one of the following special characters: **- 1** key: ! | ' ^ \ @ : 1 **- *** key: . * - & % + ; ( ) **- 0** key: / , _ $ ~ = ? 0 **- #** key: # > < { } [ ] Note: You can't access special characters when you're in numerical *(123)* mode.
Enter a space	Tap **Encoding,** and select one of the alphabetic (Abc, ABC, or abc) options. Then, press the **0** key. Note: You can't enter a space when you're in numerical *(123)* mode.
Delete a character	Drag your finger across the characters until the cursor is positioned to the right of the character you want to delete. Then, tap ⌫.
Delete multiple characters	Drag your finger across the characters until the cursor is positioned to the right of the characters you want to delete. Then, press and hold ⌫.

Cleaning the Touchscreen

The touchscreen requires very little maintenance. Periodically, however, you may need to clean it. Use a clean, dry, microfiber cloth—the kind you would use to clean glass surfaces—to wipe the touchscreen. This type of cloth is available from many office supply stores.

Before you clean the screen, disable it so you don't activate phone functions while you wipe the touchscreen. To enable the touchscreen again, press any key on the phone console.

To answer a call while the touchscreen is disabled, pick up the handset. Or, press or and tap **Answer**.

To clean the touchscreen:

1. Tap **Settings** from Home view, and tap **Basic > Screen Clean.**
2. Wipe the glass with a clean, dry, microfiber cloth.
3. To enable the touchscreen again, press any key on the phone console.

Note: What Happens if I Wipe the Touchscreen, But It's Still Dirty?

Dampen a soft, lint-free cloth with an isopropyl alcohol and water solution of 50:50, and then wipe the screen with the cloth. Always use the dampened cloth to apply the solution; never apply the solution directly, which could seep inside the screen or stain the phone. In addition, do not use caustic chemicals to clean the touchscreen.

Registering the Phone

Generally, your phone will be deployed with multiple other phones. In this case, your system administrator will configure the phone parameters beforehand, so that after you set up your phone, the phone will be registered and ready to use.

If your phone is not part of a large phone deployment, your phone may not be registered after you set it up. Before you use your phone, you or your system administrator will have to register it.

Web Info: How to Register Your Phone

For detailed information on how to register your phone after you install it, see **Registering Standalone Polycom Phones (Quick Tip 44011).**

Configuring Your Phone Using the Web Configuration Utility

This user guide explains how to update phone settings from your phone, using the phone's menu commands. If you wish, you can also update these settings remotely with the Polycom Web Configuration Utility.

The phone's Web Configuration Utility enables you to view and configure phone behavior from a computer using any compatible Web browser. The utility provides a browser-friendly view of your phone's current settings. Using the utility, you can perform many of the same updates from your computer that you can perform using your phone's menu system.

You can access the utility using any compatible Web browser installed on a computer that resides on the same network as your phone. Before you begin, you'll need to know the IP address of your phone, and the user password to log in to the utility.

Web Info: Using the Utility

For detailed information on accessing, navigating, and using the utility, see the *Polycom Web Configuration Utility User Guide*, available from the **VVX 500 Business Media Phone Support** Web page.

To access the Web Configuration Utility for your phone:

1. Launch a Web browser from a computer on the same network as your phone.
2. In the Address Bar of your Web Browser, enter the IP address of your phone. For example, if your phone's IP address is 123.22.3.4, enter this information in the address bar.
3. Press the **Enter** key.
4. From the Web Configuration Utility login screen, select **User**, and enter the user password. The default user password is 123.
5. Click **Submit**.

The Web Configuration Utility Home screen is displayed.

Chapter 2: Using Basic Features

This chapter introduces you to your phone's basic features. You'll learn about:

- Calling, answering, holding, and ending calls
- Ignoring, rejecting, forwarding, diverting, and transferring calls
- Setting up conference calls
- Enabling Do Not Disturb
- Listening to voicemail
- Handling Directories, Recent Calls, and Favorites
- Customizing ringtones
- Controlling phone volume
- Setting up Do Not Disturb
- Using headsets
- Managing shared lines

About Your Phone's Call-Handling Capabilities

Your phone can handle multiple calls at a time. However, only one active call—the call that has audio associated with it—can be in progress at any given time. In addition to the active call, your phone may have multiple other calls that are either held, or in an incoming or ringing state. Your phone can handle a maximum of 24 calls at one time.

Your administrator can set up your phone to have up to 12 lines. Lines can have unique extension numbers, or they can have the same extension number as other lines.

You can place and answer calls in these ways:

- Using the handset
- Using the speakerphone
- Using a headset

During a call, you can alternate between handset, headset, or speakerphone modes by picking up the handset, or pressing or . For example, if you're using the handset, you can switch to headset mode by pressing , or switch to speakerphone mode by pressing .

When you're in speakerphone mode, glows green. When you're in headset mode, glows green if an analog headset is connected, and blue if a USB headset is connected. If both an analog and USB headset are connected, the USB headset will be used.

Troubleshooting: Why Doesn't the Speakerphone Work?

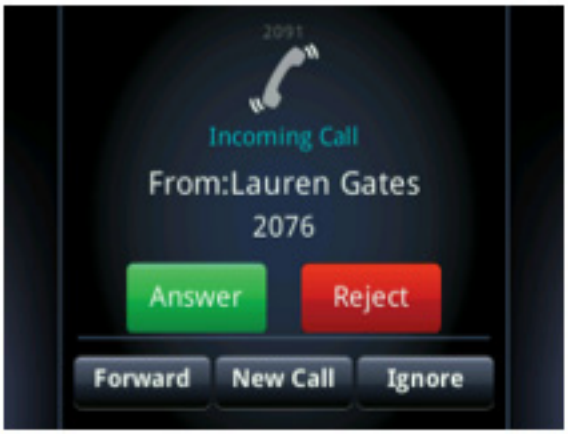
If your speakerphone doesn't work, your system administrator may have disabled it. You must handle calls using the handset or a headset. If your system administrator disables the speakerphone on your phone, Handsfree mode disabled appears on the touchscreen after you press .

User Tip: Making the Headset the Default Call Path

If you frequently use a headset, you can make the headset the default call path. To set this up, see **Enabling Headset Memory Mode****.**

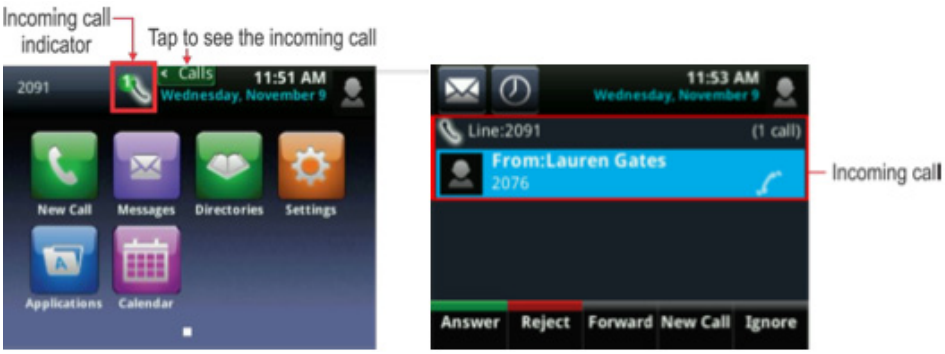
Answering Calls

All incoming calls display in an Incoming Call window, as shown next.



To answer the call, pick up the handset, press or tap **Answer** to use the speakerphone, or press . If you're already in handset, speakerphone, or headset mode, tap **Answer.**

If you don't answer the call within 10 seconds, the Incoming Call window disappears, and either Home or Calls view displays (depending if your phone last displayed Home or Lines view), as shown next.



To answer the call, pick up the handset, press , or press . Or, from Calls view, tap **Answer** to use the speakerphone. If you want to use the handset or headset, pick up the handset or press .

Note: Incoming Call Alert

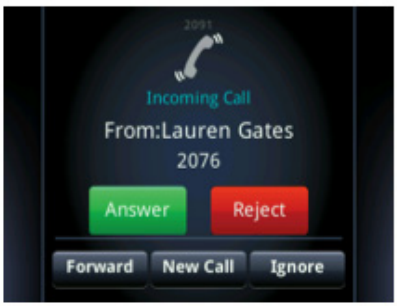
Your system administrator can enable your touchscreen to flash bright orange when you have an incoming call. The touchscreen will continue to flash until the incoming call displays in Home or Calls view. For more information about this feature, see your system administrator.

Note: Answering Calls When Your Phone is Locked

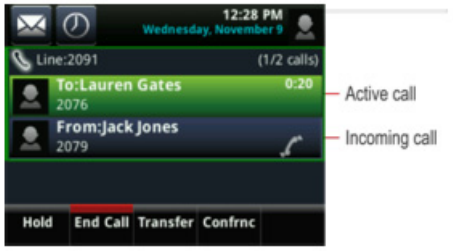
If your phone is locked, see **Calling and Answering from a Locked Phone** for more information.

Answering Another Call

If you have a call and an incoming call arrives on the same or a different line, a call waiting tone beeps, and the Incoming Call window displays, as shown next. To answer the call, tap **Answer.**



If you don't answer the call within 10 seconds, the Incoming Call window disappears, and either Home or Calls view displays (as shown next).



To answer the call from Home view, tap < Calls, tap the incoming call to highlight it if you're in an active call, and tap **Answer.**

To answer the call from Calls view, tap the call to highlight it if you're in an active call, and tap **Answer.**

Answering on a Shared Line

If you share a line with another phone, you can answer calls as described above, or you can wait for someone else to answer it. If you answer the call and hold it, anyone who shares your line can answer the held call.

For more information about shared lines, including what you can and can't do with shared lines, see **Working with Shared Lines.**

Answering Calls Automatically

Your phone can automatically direct incoming calls to your speakerphone after a certain number of rings. Your system administrator sets how many times your phone rings before the call is auto-answered.

You can choose to mute the phone's microphone when your phone automatically answers calls, so the caller won't immediately hear you. To unmute the call, press .

If you enable Auto Answer and a call arrives while you're already in a call, the incoming call will be automatically answered if you end or hold the current call.

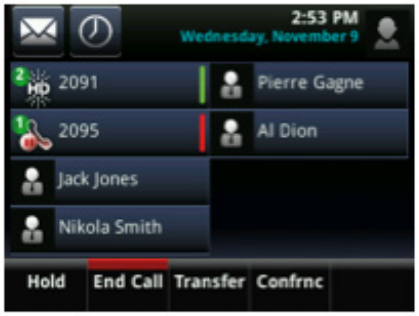
To enable your phone to automatically answer calls:

1. Tap **Settings** from Home view, and tap **Basic > Preferences > Auto Answer.**
2. From the Auto Answer screen, do the following:
   - To enable your phone to automatically answer SIP calls, tap **Auto Answer SIP Calls**, and tap **Yes.** The default setting is No.
   - To mute the microphone for all auto-answered calls so the incoming caller can't hear you, tap **Microphone Mute,** and tap **Yes.** The default setting is Yes.
3. Tap **Save.**

Managing Multiple Calls

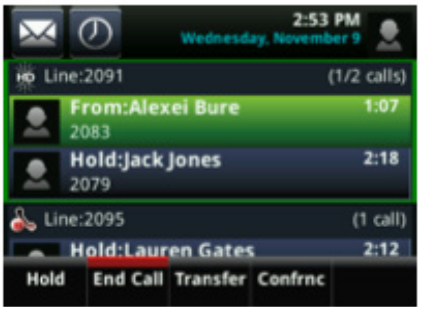
You can easily manage multiple calls from Lines and Calls view. Swipe the screen to switch between the two views.

Lines view shows you each line on your phone, and how many calls each line has, as shown next. In the following example, line 2091 has two calls (one active, one held), and line 2095 has one held call. A green bar indicates a line with an active call. A flashing red bar indicates a line with one or more held calls. Press and hold a phone line in Lines view to display all the calls for only that line.



If you tap a phone line that doesn't have an active call, the most recent call on that line will become active. The current call will be held.

Swipe the screen to display Calls view. Calls view displays all the calls for each phone line, as shown next. All the calls for a phone line display under the associated phone line. Scroll up or down to see all your lines and calls.



To manage a call, tap a call to highlight it. Then, tap one of the soft keys to hold, resume, end, or transfer the highlighted call, or set up a conference with the highlighted call.

User Tip: Navigating Back to Calls View

If you navigate away from your call(s), tap Calls to see Calls view again.

Placing Calls

You can call using the handset, speakerphone, or headset. You can dial the number first, and then choose the method, or choose the method first, and then dial the number. You can place a call in the following ways:

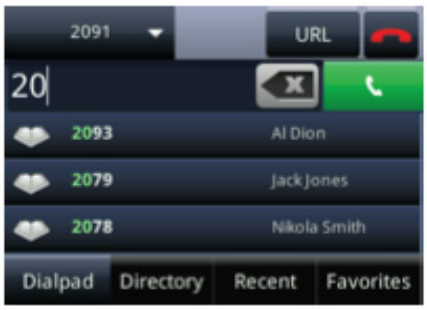
- Manually, from the Dialer
- Automatically, by tapping a favorite in Home or Lines view
- Automatically, by tapping a favorite in your Favorites list, tapping a call in the Recent Calls list, or selecting a contact in your directory.

Note: Calling from a Locked Phone

If your phone is locked, see **Calling and Answering from a Locked Phone** for information on placing calls when your phone is locked.

Calling from the Dialer

The Dialer displays a list of previously-placed calls. Tap one of the entries to automatically enter it. Or, start entering a number. As you enter numbers, the Dialer displays a list of similar numbers, as shown next. Tap a match to automatically enter it.



To display the Dialer, do one of the following:

- From Home view, tap **New Call.**
- From Lines or Calls view, tap **New Call.**
  This method only works if you don't have an active call.
- If your phone is idle, start entering a phone number.
- Pick up the handset, or press or .
- In Lines view, tap a phone line that doesn't have any calls.

User Tip: Choosing URLs or Numbers Mode from the Dialer

To enter a URL in the Dialer, tap **URL.** To enter a number, **tap Number.**

When you access the Dialer, an active call is held.

To call from the Dialer:

- Pick up the handset, press , or press .
  From the Dialer, enter the number and tap .

  or

- From the Dialer, enter the number.
  Then, pick up the handset, press or tap , or press .

  or

- If you're already in handset, speakerphone, or headset mode, open the Dialer, enter the number, and tap .

Note: Handling Automatically Placed Calls

Your administrator sets up your phone to automatically place the call after you enter a certain number of digits. If your phone doesn't automatically place the call, tap . If a call is placed before you enter all the digits, place the call as follows: enter the phone number and tap .

Placing Calls from Favorites, Lists, and Directories

In addition to the Dialer, you can place calls from the Recent Calls list, Favorites list, or your Directory. Or, you can quickly call a favorite from Home or Lines view.

To call from the Recent Calls list:

1. Access your Recent Calls list by doing one of the following:
   - From Home view, tap **New Call.** From the Dialer, tap **Recent.** If you only have held calls, you can also tap **New Call** from Lines and Calls view.

     or

   - From Lines, Calls, or Active Call view, tap .
2. From the Recent Calls list, tap the person you want to call.

Note: Accessing Recent Calls if Your Phone Has a Corporate Directory

If a Corporate Directory is available on your phone, you can also access Recent Calls by tapping **Directories** in Home view, and tapping **Recent Calls.**

To call from your Favorites list:

1. From Home view, tap **New Call.**
2. From the Dialer, tap **Favorites.**
3. From your Favorites list, tap the favorite you want to call.

Timesaver: Automatically Dialing Favorites

- **From Home view:** Tap the phone line, and tap the favorite you want to call.
- **From Lines view:** Tap the favorite you want to call.

To call from your Directory:

1. Access your directory by doing the following:
   - From Home view, tap **Directories.** If a Corporate Directory is available on your phone, you'll need to tap **Directories** from Home view, and tap **Contact Directory.**

     or

   - From Home view, tap **New Call,** and tap **Directory.**
2. From your Directory, tap the contact you want to call.
3. From the contact's information screen, tap the contact's phone number.

Redialing Numbers

To dial the last number you called, open the Dialer. The first number in the list is the last call you placed.

To redial a number:

1. From Home view, tap **New Call.**
2. From the Dialer, tap the first number in the list. Or, instead of selecting the last call you placed, scroll through the list and select another previously-placed call.
3. Place the call.

Ending Calls

To quickly end an active call, replace the handset, or press or . Or from Active Call, Lines, or Calls view, tap **End Call.** If you're in Calls view, be sure to highlight the call first.

Note: Ending Held Calls

- You can't end a held call. From Calls view, tap the call to highlight it, tap **Resume,** and then tap **End Call.**
- You can end only active calls, not held calls, from Lines view.

Using Headsets

You can connect an analog and/or USB headset to your phone. If an analog headset is connected, glows green. If a USB headset is connected, glows blue. If both an analog and USB headset are connected, the USB headset will be used. If two USB headsets are connected, the headset you connected first will be used.

If you use a headset, you can set up your phone so that all calls use your headset. If you use a headset that supports electronic hookswitch (EHS), you can press the hookswitch button to place, answer, and end calls. In addition, you may be able to mute calls and control volume from your headset.

Web Info: More Information About Headsets

- For information on how to connect a headset to your phone, see the *Quick Start Guide* for your phone, available from the **VVX 500 Business Media Phone Support** Web page.
- For information on your headset's features, as well as how to sync your headset with your phone, see your headset documentation.
- For a list of supported headsets, see *Headset Compatibility List (Technical Bulletin 37477).* For information on supported USB headsets, see *Supported USB Headsets for Polycom VVX 500 Business Media Phones (Engineering Advisory 62760).* For detailed information about how to use electronic hookswitch, see *Using an Electronic Hookswitch (Technical Bulletin 35150).* All these documents are available from the **Feature Descriptions and Technical Notifications** Web page.

Troubleshooting: Why Doesn't My Headset Work with My Phone?

Certain USB headsets, such as those that come with a docking station, have two modes— 'deskphone' and 'softphone'. To work with your phone, your headset must be in softphone mode. If you can't operate the phone from your headset, your headset may be in deskphone mode. To switch modes, press and hold the headset hookswitch until you hear a sound or message on the headset.

Enabling Headset Memory Mode

This feature is useful for permanent or full-time headset users. You can set up your phone so that all incoming and outgoing calls use your headset. At any time, you can switch to handset or speakerphone mode.

To use Headset Memory Mode, you must enable, and then activate, Headset Memory Mode.

To enable Headset Memory Mode:

1. Tap **Settings** from Home view, and tap **Basic > Preferences > Headset > Headset Memory.**
2. From the Headset Memory Mode screen, tap **Enabled.**
3. Press .
4. To activate Headset Memory Mode, press twice.

Now, whenever you answer a call, the call will connect to your headset automatically.

If you switch to the speakerphone or the handset, you deactivate Headset Memory Mode. Calls will no longer automatically go to your headset, unless you choose this mode. To have calls go to your headset again, activate Headset Memory Mode by pressing twice.

Responding to Incoming Calls

While your phone rings, you can do the following:

- Temporarily ignore the call before answering it.
- Reject the call so you can't answer it.
- Forward the call to another party.

Ignoring Incoming Calls

Ignore or silence a call to do the following:

- Remove the Incoming Call window and display either Home or Calls view. Even thought the call is ignored, Home, Lines, and Calls view will still display the incoming call notification.
- Stop your phone from ringing.

When you ignore or silence a call, you can still answer the call.

To ignore or silence a call:

- From the Incoming Call window, tap **Ignore** (for private lines) or **Silence** (for shared lines).

The Incoming Call window disappears, your phone stops ringing, and either Home or Calls view displays.

Rejecting Incoming Calls

Reject a call to stop your phone from ringing and end the call so you can't answer it. Calls you reject display in your Recent Calls list. Rejecting calls is not available for shared lines.

To reject an incoming call:

- From the Incoming Call window, tap **Reject.** You can also reject an incoming call from Lines and Calls view.

The call ends.

Forwarding Incoming Calls to Another Party

While your phone rings, you can forward the call to another number.

To forward an incoming call to another party:

1. While your phone rings, tap **Forward.**
2. From the Call Forwarding screen, enter the forwarding number, and tap **Forward.**

User Tip: Other Ways to Forward Calls

You can also set up your phone to forward all incoming calls to a third party (see **Forwarding All Calls to Another Party**), or forward all calls from a certain contact to another party (see **Diverting Calls from a Contact to Another Party**).

During Calls

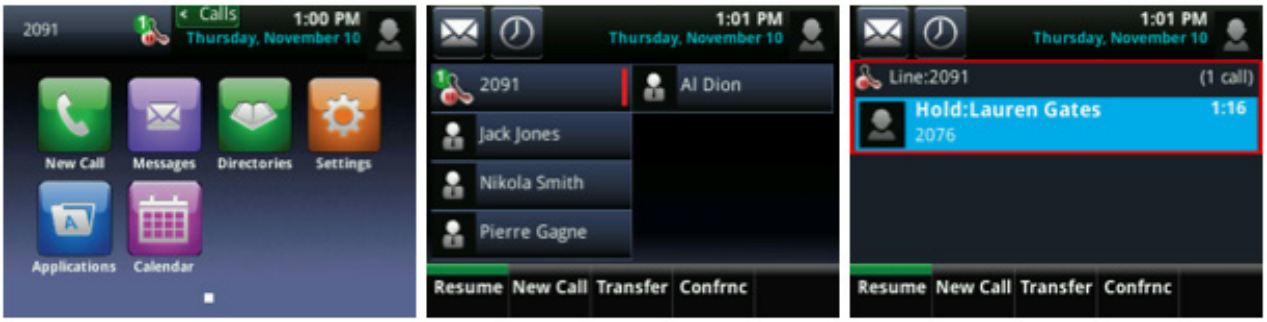
When you're in a call, you can do the following:

You can place and answer calls in these ways:

- Hold the call.
- Transfer the call to another party.
- Set up a conference call with the call you're in and another party.

Holding Calls

You can place any active call on hold. A held call displays in Home, Lines, and Calls view as follows:



To hold a call:

- From Active Call, Lines, or Calls view, tap **Hold.** If you're in Calls view, and the active call isn't highlighted, be sure to tap it to select it.

To resume a held call:

Do one of the following:

- From Lines view, tap **Resume.** If there's more than one held call on the line, the last call that you held will be resumed. If you have multiple lines and you tap **Resume,** the last call that you held—on either line—will be resumed.

  or

- From Calls view, tap the call to highlight it, and tap **Resume.**

Transferring Calls

When you transfer a call to another party, you have the option to talk to the party before the transfer completes.

If your phone supports a blind transfer, you can automatically transfer a call without talking to the other party. The call is automatically transferred after you dial the number of the party you're transferring the call to.

To transfer a call:

1. From Active Call, Lines, or Calls view, tap **Transfer.** The active call is held.
2. From the Dialer, place a call to the party you want to transfer the call to.
3. When you hear the ring-back sound, tap **Transfer** to complete the transfer. Or, if you want to talk with the person before the transfer completes, you can connect with the person, and then tap **Transfer.** To cancel the transfer before the call connects, tap **Cancel.**

To perform a blind transfer:

1. From Active Call, Lines, or Calls view, tap **Transfer.** The active call is held.
2. From the Dialer, tap **Blind,** and place a call to the party you want to transfer the call to. If you don't see **Blind,** tap **More** (at the top of the screen), and tap **Blind.**

The call automatically transfers to the party you specified.

Timesaver: Completing a Transfer

If you're using a handset, complete the transfer by replacing the handset.

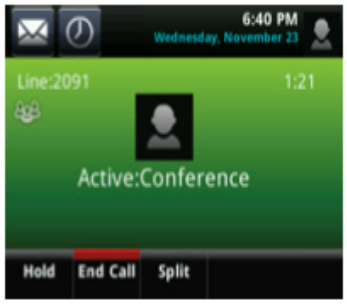
Setting Up and Managing Conference Calls

You can create a conference with two other parties using the phone's local conference feature. Your phone system may allow you to set up a conference with more than two other people; ask your system administrator for the maximum number.

During a conference, you may have access to the conference management feature. This feature allows you to manage each participant in the conference call. You can mute, hold, and remove individual participants. For more information, see **Managing Conference Call Participants**.

To set up a conference call:

1. Call the first party.
2. From Active Call, Lines, or Calls view, tap **Confrnc.** The active call is held.
3. Using the Dialer, call the second party.
4. When the second party answers, tap **Confrnc** to join all parties in the conference, as shown next.



User Tip: How to Quickly Set Up a Conference

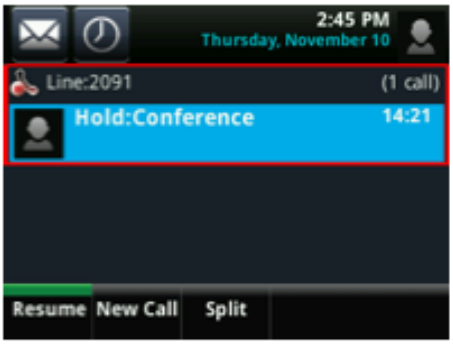
If your phone has an active call and one held call, either on the same or a different line, tap **Join** from either Lines or Calls view to automatically create a conference call. The conference call takes place on the line from which you handled the last active call.

Holding and Resuming Conference Calls

When you hold a conference call, you place all other conference participants on hold. To hold a specific conference call participant, see **Managing Conference Call Participants**.

To hold a conference call:

- From Active Call, Lines, or Calls view, tap **Hold.** If you're in Calls view, be sure to highlight the conference first. The other participants are held. The following example shows the held conference in Calls view.



To resume a held conference call:

- From Lines or Calls view, tap **Resume.**

Ending Conference Calls

To end a conference, and your connection to the other participants, tap **End Call.**

By default, when you tap **End Call,** the other participants remain connected. However, your system administrator may have set up your phone so that all connections end.

To end a conference call:

- From Active Call, Lines, or Calls view, tap **End Call.**

The conference call ends. By default, the other parties remain connected.

Splitting Conference Calls into Two Held Calls

When you split a conference, you end the conference and hold all parties. You can split an active or held conference call.

To split a conference call:

- From Active Call, Lines, or Calls view, tap **Split.**

The conference call ends. By default, the other parties remain connected.

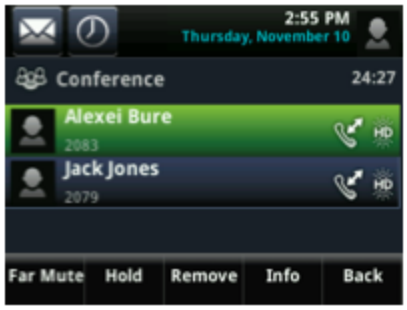
Managing Conference Call Participants

If you're able to manage conference call participants, you can:

- Mute a participant.
- Hold a participant.
- Remove a participant from the conference.
- Obtain information about a participant.

To manage a conference call participant:

1. Set up an active conference call.
2. From Active Call, Lines, or Calls view, tap **Manage.** If you're in Calls view, be sure to tap the conference call to highlight it. The following example shows the screen that displays when you manage a conference.



3. Tap the participant you want to manage.
4. Do one of the following:
   - Tap **Far Mute** to mute the selected participant. The muted participant can hear everyone, but no one can hear the muted participant.
   - Tap **Hold** to hold the selected participant. The held party can't hear anyone, and no one can hear the held party.
   - Tap **Remove** to remove the selected participant from the conference, end the conference call, and create an active call between you and the other participant.
   - Tap **Information** to view additional information about the selected participant.
   - Tap **Back** to exit the conference management function.

Changing the Way Calls are Answered

Change the way calls are answered by doing the following:

- Forwarding all calls to another party.
- Rejecting calls from a contact.
- Diverting calls from a contact to another party.
- Temporarily refusing all calls (Do Not Disturb).

Forwarding All Calls to Another Party

You can set up your phone to forward all calls to another number. Your phone will forward calls even if you enable the Do Not Disturb feature.

User Tip: Call Forwarding on a Call-by-Call Basis

You can choose to forward a call as your phone rings. For more information on forwarding calls on a call-by-call basis, see **Forwarding Incoming Calls to Another Party**.

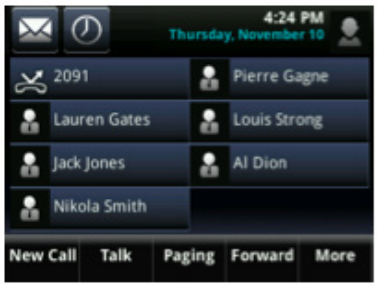
Note: Call Forwarding and Shared Lines

Call forwarding is not available on shared lines.

To forward all calls to another party:

1. Tap **Settings** from Home view, and tap **Features > Forward.** Or, from Lines view, tap **Forward.**
2. If your phone is set up with multiple lines, tap the line to apply forwarding to.
3. From the Forwarding Type Select screen, tap the forwarding type you want:
   - **Always:** To forward all incoming calls.
   - **No Answer:** To forward all unanswered incoming calls.
   - **Busy:** To forward calls that arrive when you're already in a call.
4. Enter the forwarding number, and tap **Enable.** If you selected the **No Answer** option, you can enter the number of rings before your phone forwards the call. A value of 2 is recommended.

If you chose the **Always** forwarding option, the forwarding number scrolls in the status bar. If a phone line is idle, Lines view displays the forwarding icon, , on the phone line, as shown next.



To disable call forwarding:

1. Tap Settings from Home view, and tap **Features > Forward.** Or, from Lines view, tap **Forward.**
2. If your phone is set up with multiple lines, tap the line to disable forwarding for.
3. From the Forwarding Type Select screen, tap the forwarding type to disable, and tap **Disable.**

Rejecting Calls from a Contact

You can send incoming calls from a particular contact to your voicemail system.

Note: Rejecting Calls and Shared Lines

You can't reject calls on shared lines. You can only silence them. For more information, see **Working with Shared Lines.**

To send incoming calls from a contact to your voicemail system:

1. From Home view, tap **Directories.** If a Corporate Directory is available on your phone, tap **Directories > Contact Directory.**
2. From your directory, tap the contact whose calls you want to reject.
3. From the contact's information screen, tap .
4. From the Edit Contact screen, tap **Auto Reject,** tap **Enabled,** and then tap **Save.**

Diverting Calls from a Contact to Another Party

The Divert option enables you to transfer all incoming calls from a particular contact to a third party.

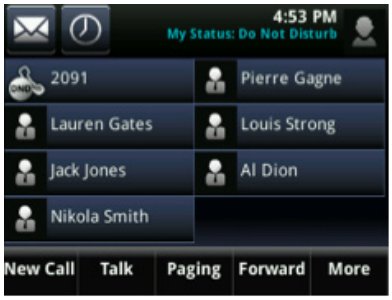
To divert incoming calls from a contact to a third party:

1. From Home view, tap **Directories.** If a Corporate Directory is available on your phone, tap **Directories > Contact Directory.**
2. From your directory, tap the contact whose calls you want to send to another party.
3. From the contact's information screen, tap .
4. From the Edit Contact screen, do the following:
   - Tap **Divert Contact,** and enter the number of the party to whom you want to divert the call.
   - Tap **Auto Divert,** and tap **Enabled.**
   - Tap **Save.**

Using Do Not Disturb

When you enable Do Not Disturb (DND), you prevent your phone from ringing and send all incoming calls directly to voicemail. All calls you receive while DND is enabled will be logged to your Recent Calls list.

When you enable Do Not Disturb, *My Status: Do Not Disturb* and scroll in the status bar. In addition, displays on the phone line in Lines view, as shown next.



Note: Do Not Disturb and Call Forwarding

If you enable both forwarding and DND, calls will still be sent to the forwarding number.

Note: Do Not Disturb and Shared Lines

Enabling Do Not Disturb on shared lines disables ringing only. You will still see a visual notification of the call and have the option to answer the call.

To enable or disable Do Not Disturb:

1. Tap **Settings** from Home view, and tap **Features > Do Not Disturb.**
2. Tap **Enable** or **Disable.**

Using Do Not Disturb with Multiple Lines

By default, the Do Not Disturb feature applies to all lines on your phone. However, your phone may be set up so that you can enable the feature on a per-line basis.

To enable or disable Do Not Disturb for a particular line:

1. Tap **Settings** from Home view, and tap **Features > Do Not Disturb.**
2. From the Line Select screen, tap the line to enable or disable Do Not Disturb on.
3. From the Do Not Disturb screen, tap **Enable** or **Disable.**

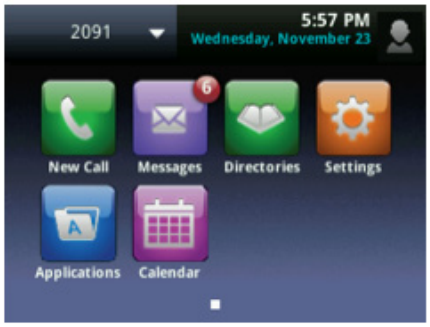
User Tip: Automatically Enabling or Disabling Do Not Disturb for All Lines

To automatically enable Do Not Disturb for all lines, tap **Set All.** To automatically disable the feature for all lines, tap **Clear All.**

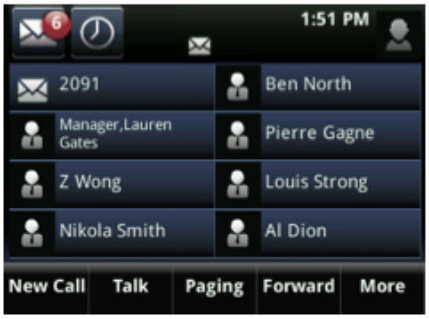
Listening to Voicemail

Your phone may indicate new voicemail messages by the following:

- A message counter in Home view, as shown next. The counter indicates the number of new messages you have.



- A Messages icon, , on the status bar. If you have more than one new message, the icon has a counter indicating the number of new messages you have. A Messages icon also scrolls under the time display, and displays next to the phone line (Lines view only), as shown next.



- A flashing Message Waiting Indicator.
- An audible alert (if your phone is on-hook).

Note: Temporarily Removing Message Indicators

To temporarily remove the above message indicators, tap , and tap **Message Center** (or tap Messages from Home view, and tap **Message Center**) and tap **Clear.** After a period of time (about two hours), the message indicators will display again.

To listen to voicemail messages:

1. On the status bar, tap , and tap **Message Center.** Or, from Home view, tap **Messages**, and tap **Message Center.**
2. If multiple lines are configured on your phone, the Line Select screen displays. Tap the line that has the message.
3. From the Messages screen, tap **Connect** and follow the prompts.

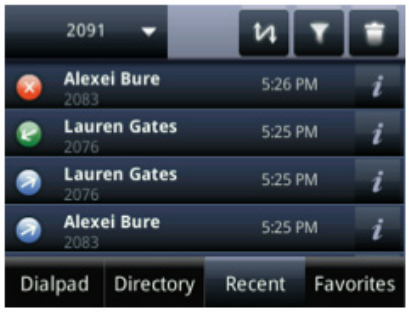
Recent Calls

Your phone maintains lists of missed, received, and placed calls. Each list can hold up to 100 entries.

The Recent Calls list displays calls in one of the following ways:

- Missed Calls only
- Placed Calls only
- Received Calls only
- All Calls (missed, placed, and received)

You can choose the type of list to display, and sort and order calls in various ways. By default, the list displays all calls, as shown next.



Icons display next to a call, depending which type of call it is:

- Placed calls display .
- Received calls display .
- Missed calls display .

To view Recent Calls:

- From Home view, tap **New Call,** and tap **Recent.** You may also be able to access Recent Calls by tapping **Directories** from Home view, and tapping **Recent Calls.**

Timesaver: Quickly Accessing Recent Calls

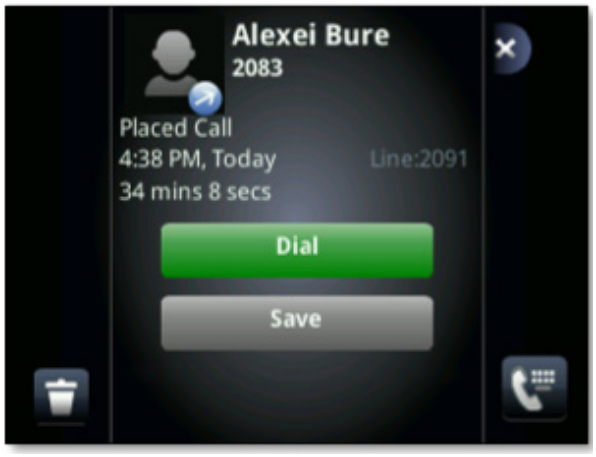
To quickly access your Recent Calls, tap in Lines, Calls, or Active Call view.

To manage a call record:

1 From your Recent Calls list, tap next to a call record.

2 From the call details screen, shown next, you can:

- Tap **Dial** to call the person.
- Tap **Save** to add the person to your Contact Directory.
- Tap to delete the call from the list.
- Tap to edit the phone number before you dial the person.



To customize the list:

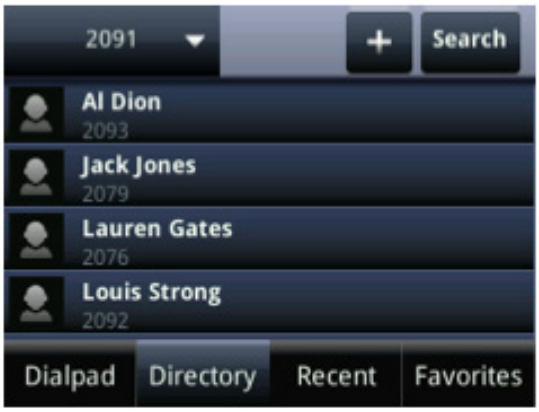
- From your Recent Calls list, tap to sort and order calls, and tap to display certain calls for specific lines.

To clear certain calls from the list:

- From your Recent Calls list, tap to clear all the calls in the list, or just a specific type. You can also choose to clear only those calls that currently display on the screen.

Working with Your Contact Directory

You can store a large number of contacts in your phone's local Contact Directory (shown next). Contact your administrator for the exact number.



From your local Contact Directory, you can:

- View contact information.
- Search for contacts.
- Dial contacts.

If you can update your Contact Directory, you can also do the following:

- Add contacts.
- Update contact information.
- Delete contacts.

Note: Accessing a Corporate Directory

A Corporate Directory may be available on your phone. If you have access to a Corporate Directory, you can dial people in the Corporate Directory, as well as save them to your Contact Directory. For more information, see **Working with a Corporate Directory**.

To view your Contact Directory:

- A From Home view, tap **Directories.** If a Corporate Directory is on your phone, tap **Contact Directory** on the Directory screen.

  or

- Tap **New Call** from Home view, and tap **Directory.**

From your Contact Directory, scroll to view contacts or enter search criteria to find one.

To view contact information:

- From your Contact Directory, tap the contact. The contact's information screen, including the contact's name and phone number, displays (as shown next). Additional information—such as a job title, label, or email address—may also display.

To search for a contact:

1. From your Contact Directory, tap **Search.**
2. From the Search screen, enter search criteria and tap **Search.** If you're using the onscreen keyboard, tap ✓ before you tap **Search.**

A list of search results is displayed. Tap **Return** to display your Contact Directory again.

To dial a contact:

1. From your Contact Directory, tap the contact you want to call.
2. From the contact's information screen, tap the contact's phone number.

To add a contact:

1. From your Contact Directory, tap + .
2. From the Add Contact screen, enter contact information:

Note: Directory Fields are Administrator-Set.
Your phone may not display all contact fields. For more information, see your administrator. The only required field is the Contact field—the contact's phone number.

- For **First Name,** enter the contact's first name.
- Tap **Last Name,** and enter the contact's last name.
- Tap **Contact,** and enter the contact's phone number.

  The phone number must be unique, and must not already exist in the directory. If you save an entry with a non-unique phone number, the entry won't be saved.
- Tap **Job Title,** and enter the contact's job title, such as Manager.

- Tap **Email,** and enter the contact's email address.
- Tap **Favorite Index,** and enter a favorite index number.

  The number can be any unused value, up to a maximum value of 9999. A contact that has a favorite index number will automatically display in your Favorites list. For more information about favorites, see **Managing Favorites.**
- Tap **Label,** and enter a label for the contact such as, Marketing.

  If you specify a label, the label will be the first item that displays for the contact on the Directory screen, and in your Favorites list if the contact is a favorite.
- Tap **Ring Type,** and select the ringtone you want to use for the contact.
- Tap **Divert Contact,** and enter the phone number of the third party you want this contact's calls sent to.
- Tap **Auto Reject,** and enable or disable the setting. The default setting is Disabled.

  If enabled, each time the contact calls, the call will be directed to your mail system.
- Tap **Auto Divert,** and enable or disable the setting. The default setting is Disabled.

  If enabled, each time the contact calls, the call will be directed to the third party you specified in the Divert Contact field.
- Tap **Watch Buddy,** and enable or disable the setting. The default setting is Disabled.

  If enabled, you can monitor the contact's status. For more information on monitoring status, see **Using Buddy Lists.**
- Tap **Block Buddy,** and enable or disable the setting. The default setting is Disabled.

  If enabled, the contact can't monitor your status. For more information on monitoring status, see **Using Buddy Lists.**

5 Tap **Save.**

Timesaver: Saving Recent Callers and Corporate Directory Contacts to Your Directory

You can automatically save a recent caller to your Directory. From your Recent Calls list, tap next to the call record. From the call information screen, tap **Save.** The Add Contact screen displays, with the name, if specified, and contact fields populated. Enter additional information, if desired, and tap **Save.** If a Corporate Directory is available on your phone, you can add contacts from the Corporate Directory to your Contact Directory. For information on how to update your Contact Directory in this way, see **Working with a Corporate Directory.**

To update a contact's information:

1 From your Contact Directory, tap the contact you want to update.

2 From the contact's information screen, tap .

3 From the Edit Contact screen, update the contact's information.

4 Tap **Save.**

To delete a contact:

1. From your Contact Directory, tap the contact you want to delete.
2. From the contact's information screen, tap . A confirmation message displays, confirming that you want to delete the contact. Tap **Yes** or **No.**

Working with a Corporate Directory

You may have access to portions of a Corporate Directory. The Corporate Directory is non-editable; your administrator determines which contacts you can see.

From the Corporate Directory, you can do the following:

- Search for contacts.
- Dial contacts.
- Add contacts to your local Contact Directory.

To view the Corporate Directory:

1. From Home view, tap **Directories.**
2. From the Directories screen, tap **Corporate Directory.** By default, a blank search screen displays. To view entries, search for a person.

User Tip: Saving Corporate Directory Search Results

You can save your last search results, so that the next time you view Corporate Directory, the results of your last search will display. To save Corporate Directory search results, tap **Settings** from Home view, and tap **Basic > Preferences > Corporate Directory > View Persistency.** From the View Persistency screen, tap Enabled. The next time you view Corporate Directory, your last search results will display.

To search the Corporate Directory:

- From the Corporate Directory, perform a quick search or an advanced search:
  - To perform a quick search, enter the first few characters of the contact's first or last name (depending on how the directory is organized), and tap **Submit.**

    or
  - To perform an advanced search, tap **AdvFind.** From the Advanced Find screen, enter your search criteria, and tap **Submit.**

The screen displays a list of contacts, starting with the most successful matches. To view information for the contact, tap **View.** To erase all your search criteria and enter new criteria before you submit your search, tap **Clear.**

To dial a Corporate Directory contact:

1. From the Corporate Directory, search for the contact you want to dial.
2. From the search results, tap the contact, and tap **Dial.**

To add a contact to your local Contact Directory:

1. From the Corporate Directory, search for the contact you want to add to your Contact Directory.
2. From the search results, tap the contact's record, and tap **View.**
3. From the contact's information screen, tap **Save.**

Only the first name, last name, and phone number are saved. You may want to go to the Contact Directory to see if the contact was saved correctly and to add any missing contact information.

Controlling What is Heard

You can change what you hear by doing the following:

- Updating the incoming call ringtone.
- Updating a contact's ringtone.
- Changing the speaker volume.
- Changing the ringer volume.
- Muting the microphone.
- Changing where you hear sound effects.

Updating the Incoming Call Ringtone

You can choose a distinctive ring tone for your phone to identify it when it rings. Or, you can choose distinctive ring tones for different lines.

To select an incoming call ringtone for your phone or a line:

1. Tap **Settings** from Home view, and tap **Basic > Ring Type.**
2. If multiple lines are configured on your phone, tap the line you want to apply a new ringtone to.
3. From the Ring Type screen, tap the ringtone you want. To hear the ringtone before you change it, tap **Play.** The default ringtone is Low Trill.

Updating a Contact's Ringtone

You can set distinctive ring tones for contacts in your Contact Directory so you can identify callers when your phone rings.

To select a ringtone for a contact:

1. From your directory, tap the contact to assign a distinctive ring tone to.
2. From the contact's information screen, tap .
3. From the Edit Contact screen, tap Ring Type, tap the ringtone you want, and then tap .
4. From the Edit Contact screen, tap Save.

Changing the Speaker Volume

To change the volume of what you hear during a call, press one of the **Volume** keys , to lower or raise the speaker volume.

Changing the Ringer Volume

To change the volume of the incoming call ringtone, press one of the **Volume** keys , while your phone is idle or ringing.

Muting the Microphone

Mute the microphone so other parties can't hear you. Microphone Mute applies to all modes (handset, headset, and speakerphone). You can still hear all other parties while Mute is enabled.

To mute the microphone:

- During a call (including a conference call), press .

The Mute key glows red. The other parties can't hear you. To disable Mute, press again.

Choosing Where You Hear Sound Effects

You can choose whether you hear sound effects—all phone sounds except call audio—from the handset, headset, or speaker. For example, you can configure your phone to ring on your headset, instead of the speaker. By default, you hear all sound effects from the speaker.

To choose where you hear sound effects:

1. Tap **Settings** from Home view, and tap **Basic > Preferences > Audible Ringer.**
2. From the Audible Ringer screen, select where you want to hear sound effects:
   - To hear sound effects only from the phone's loudspeaker, tap **Speaker.**
   - To hear sound effects only from the handset, tap **Handset.**
   - To hear sound effects only from the headset, tap **Headset.**
   - To hear sound effects only from the device you're currently using to hear call audio, tap **Active.**

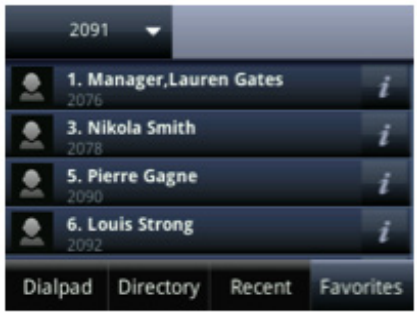
   The default destination is Speaker.

Managing Favorites

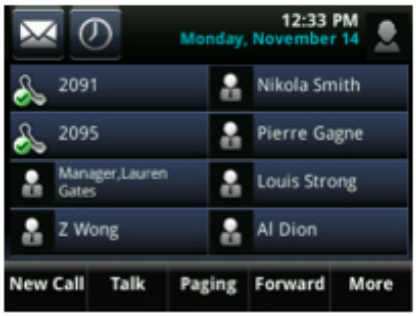
Favorites are the contacts in your Contact Directory that you call most often. To make a contact a favorite, you need to assign a contact a favorite index number. Contacts that have a favorite index number display ★.

Favorites display in your Favorites list and Lines view. They also display when you tap the phone line in Home view. Your phone can display up to 11 favorites in Lines and Home view.

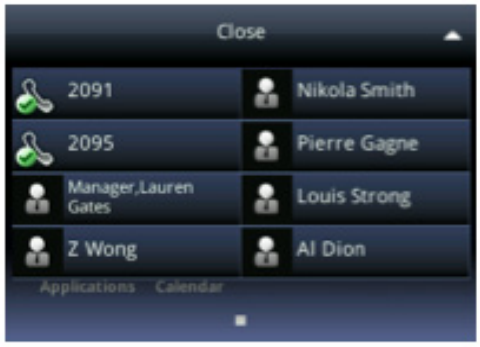
The following figure shows a sample Favorites list.



The following figure shows your favorites in Lines view. Favorites display under the phone lines.



Favorites also display from Home view, as shown next.



Favorites display consecutively, according to their index number. The contact with the lowest number displays first. To reorder your favorites, assign the contact a different index number.

To see your Favorites list:

- Tap **New Call** from Home view, and tap **Favorites.**

To see your Favorites from Home or Lines view:

- From Home view, tap the phone line. Or, display Lines view.

To make a contact a Favorite:

Do one of the following:

- From your Contact Directory, tap the contact. From the contact's information screen, tap **Add to Favorites.**

  or

- From your Recent Calls list, tap i next to a call record. From the call details screen, tap **Add to Favorites.**

User Tip: Manually Assigning a Favorite Index Number when You Make a Favorite

After you tap **Add to Favorites,** a dialog displays asking if you want to automatically accept the next available index number, or manually enter your own. Tap **Yes** to automatically accept an index number, or tap **Edit Index** to enter a unique index number. You can enter a number up to 9999.

To quickly call a Favorite:

- From your Favorites list, or from Home or Lines view, tap the favorite you want to call. The call is automatically placed.

To reorder your Favorites:

1. From your Contact Directory, tap the contact.
2. From the contact's information screen, tap .
3. From the Edit Contact screen, tap **Favorite Index,** and enter a new favorite index number.
4. Tap **Save.**

To delete a Favorite:

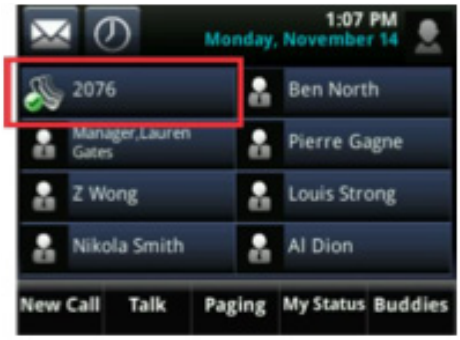
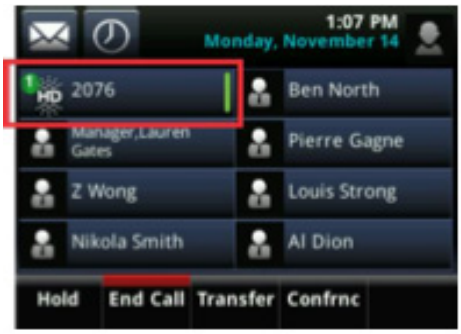
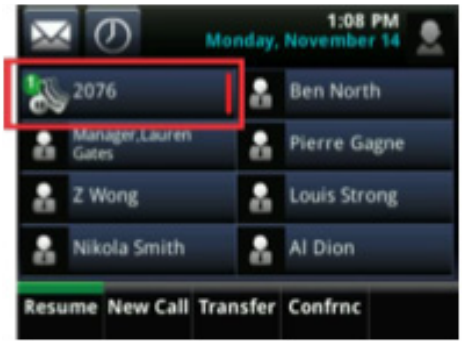
1. From your Contact Directory, tap the contact.
2. From the contact's information screen, tap .
3. From the Edit Contact screen, tap **Favorite Index,** and delete the favorite index number.
4. Tap **Save.**

Working with Shared Lines

If your phone shares a line with other phones, an incoming call to the shared line will cause all phones to ring. The call can be answered on any of the phones. You can transfer, hold, or set up a conference with calls on shared lines.

If you have an incoming call on a shared line, tap **Silence** to stop your phone from ringing. The call's visual notification will still display, and you'll still have the option to answer the call.

In Lines view, the following icons and status indicators display for shared lines, depending if the line is idle, has an active call, or has a held call:

Shared Line Status	*Icon and Status Indicator*	*Status Indicator*
Idle		(No indicator)
Active call		Solid green
Held call		Flashing red

Note: Unsupported Features on Shared Lines

- Call Forwarding is not available on shared lines.
- Enabling Do Not Disturb on shared lines disables ringing only. You'll still see a visual notification of the call and have the option to answer the call.

Chapter 3: Using Advanced Features

Broadcasting Messages Using Push-to-Talk and Group Paging

YThe Group Paging feature enables you to make pages—one-way audio announcements—to users subscribed to a page group. The Push-to-Talk (PTT) feature is a collaborative tool that enables you to exchange broadcasts to users subscribed to a PTT channel, much like a walkie-talkie. Your system administrator can set up both features on your phone.

Your system administrator can define up to 25 paging groups for Group Paging mode or Channels for PTT mode. Your system administrator may assign a label to each group or channel that easily identifies the phones in the group or channel, such as All, HR Dept, Shipping Staff, or Executives. Each group or channel will have one of the following priorities:

- **Normal:**

  By default, broadcasts sent to Groups/Channels 1 to 23 are considered Normal broadcasts. If two users begin a broadcast on the same group/channel at the same time, the phone with the lower serial number will continue to transmit while the other phone will enter the receiving state. By default, all phones are configured to receive broadcasts sent to Group/Channel 1.

- **Priority:**

  By default, broadcasts sent to Group/Channel 24 are considered Priority broadcasts. A Priority broadcast will interrupt Normal broadcasts or active calls. All phones receive Priority broadcasts unless Do Not Disturb is enabled. Phones play Priority broadcasts at the phone's current audio level.

- **Emergency:**

  By default, broadcasts sent to Group/Channel 25 are considered Emergency broadcasts. An Emergency broadcast will interrupt Normal broadcasts, Priority broadcasts, and active calls and plays out at near maximum volume even if Do Not Disturb is turned on.

Push-to-Talk Mode

Your system administrator can enable your phone to operate in a broadcast mode called Push-to-Talk (PTT). In order to send and receive PTT broadcasts, you have to subscribe to PTT channels.

PTT broadcasts are collaborative: you can transmit messages and listen to replies.

Sending and Receiving PTT Broadcasts

By default, you're subscribed to Channels 1, 24, and 25. This means that you can send and receive PTT broadcasts on Channels 1, 24, and 25.

When you end a PTT broadcast, the channel remains open and enters a waiting period. This waiting period gives people who received the broadcast a chance to respond. If no one responds within the waiting period, the channel closes.

Sending PTT Broadcasts

Before you can send a PTT broadcast, you need to choose a channel to broadcast on. Or, you can hold the **Talk** soft key to immediately begin broadcasting on Channel 1, the default channel.

You can change your default channel to any channel you want (see **Updating the Default Channel**). When you change the default channel, you're automatically subscribed to it.

To send a PTT broadcast:

1 From Lines view, tap **Talk** to select a channel to broadcast on.

Timesaver: Automatically Sending a PTT Broadcast

To automatically send a PTT broadcast on the default channel, press and hold Talk, and go to step 4.

2 From the PTT Channels List screen, select the channel to send the broadcast on. The list displays the default channel, the most recent channel you sent a broadcast on, and other channels you can broadcast on.

3 To start the broadcast, press and hold **Talk.** Be sure to press **Talk** throughout the entire broadcast.

You'll hear a 'transmitting' beep, and then the phone will display the channel information such as the channel label.

4 Begin speaking.

Note: What Happens if I Release Talk During A Broadcast?

If you release **Talk** while you're sending the broadcast, the broadcast temporarily stops and enters a 10 second waiting period. During this period, the channel remains open to give people a chance to reply. At any time during the waiting period, you can resume your broadcast by pressing and holding **Talk.** If no one broadcasts during the waiting period, the channel closes and the broadcast ends.

5 When you finish your broadcast, do one of the following:

- Release **Talk.**

  or

- Tap **End PTT.**

  After you tap **End PTT,** you can immediately initiate another broadcast on another channel, even if the previous broadcast is still in its waiting period.

Receiving PTT Broadcasts

To receive a broadcast sent on a particular channel, you need to be subscribed to that channel. To subscribe to a channel, see **Updating Channel Subscriptions.**

How you receive a PTT broadcast depends on the broadcast priority, whether you're in an active call, or if you're allowed to receive broadcasts during active calls.

You'll receive broadcasts on the channels you're subscribed to as well as Channel 24 (the Priority channel) and Channel 25 (the Emergency channel). If you've enabled **Do Not Disturb** on your phone, you'll only receive Emergency broadcasts. Non-emergency broadcasts won't display or play on your phone.

When a broadcast ends, your phone emits an end of transmission beep and enters a 10 second waiting period. During this period, you can respond to the broadcast (see **Replying to PTT Broadcasts**).

Receiving PTT Broadcasts When You're Not in an Active Call

If you receive a broadcast and you're not in an active call, the broadcast immediately plays, regardless of the broadcast priority.

Receiving PTT Broadcasts During Active Calls

How you handle a broadcast when you're in an active call depends on the broadcast priority and if you're allowed to receive a broadcast when you're in an active call.

If the broadcast is a Normal broadcast:

- If your phone is set to receive broadcasts during active calls, the broadcast immediately plays. You'll hear both the original call and the broadcast. To listen to only the broadcast, hold or end the call.
- If your phone isn't allowed to receive broadcasts during active calls, the broadcast displays as a held broadcast. To listen to the broadcast, hold or end the call, or select the broadcast, and tap **Accept.**

If the broadcast is a Priority or Emergency broadcast, the broadcast immediately plays. You'll hear both the original call and the broadcast. To listen to only the broadcast, hold or end the call.

Replying to PTT Broadcasts

When a broadcast ends, the broadcast enters a 10 second waiting period. During this period, the channel remains open to receive or send additional broadcasts.

During a waiting period, you can press and hold **Talk** and talk to all the people listening on the channel. When you finish talking, release **Talk.** The broadcast will enter another waiting period until someone broadcasts again. If no activity occurs within the waiting period, the channel closes and no more broadcasts can take place.

Ending PTT Broadcasts

You can end a PTT broadcast by releasing Talk, or by tapping End PTT. After you end a broadcast, the channel remains open so others can respond.

If you release **Talk** without tapping **End PTT:**

- You can resume the broadcast by pressing and holding Talk, if the broadcast is in a wait period.
- You can't initiate another broadcast on another channel until the waiting period ends.

If you tap **End PTT:**

- You can't resume the broadcast by pressing and holding Talk.
- You can immediately initiate another broadcast on another channel.

Adjusting the Volume of PTT Broadcasts

You can adjust the volume of PTT broadcasts while they play. During a broadcast, press one of the Volume keys, , to raise or lower the volume of the broadcast.

If you adjust the volume of a non-emergency broadcast, your phone retains the adjusted volume for all subsequent non-emergency broadcasts. However, only system administrators can adjust the volume level of an Emergency broadcast.

Changing Where Broadcasts are Played

While you send a broadcast, you can pick up the handset, or press or , and continue speaking. You can also press to mute your audio so that the people receiving your broadcast won't hear anything. This behavior is similar to a phone call.

When you listen to a broadcast, you can pick up the handset, or press or , and continue listening to the broadcast.

Updating the Default Channel

If you press and hold **Talk,** your broadcast will automatically transmit on the default channel, Channel 1. If you want, you can change the default channel.

To update the default channel:

1. Tap **Settings** from Home view, and tap **Basic > Preferences > Paging/PTT Configuration >PTT Push to Talk.**
2. From the PTT Channel Configuration screen, tap **Default Channel,** and tap the number of the channel you want to use.

Updating Channel Subscriptions

You can subscribe to any channel that has been enabled by your administrator and appears in your channels list. When you subscribe to a channel, you can send and receive PTT broadcasts on that channel.

To subscribe to additional PTT channels:

1. Tap **Settings** from Home view, and tap **Basic > Preferences > Paging/PTT Configuration >PTT Push to Talk.**
2. From the PTT Channel Configuration screen, tap Channel Subscriptions.

   From the Channel Subscriptions screen, tap the channel you want to subscribe to, and tap **Yes.** By default, you're subscribed to Channels 1, 24, and 25.

Allowing PTT Broadcasts to Play During Active Calls

The *Accept While Busy* option allows PTT broadcasts to come in as active calls (if enabled) or held calls (if disabled). If enabled, a PTT broadcast will interrupt telephone calls and you'll hear the audio of both the telephone call and the PTT broadcast. The party on the other end of the telephone call can't hear the PTT broadcast unless that party has also enabled *Accept While Busy.* If disabled, PTT broadcasts are held during an active call. To hear the broadcast, you have to resume the broadcast.

To allow or disallow PTT broadcasts to play during an active call:

1. Tap **Settings** from Home view, and tap **Basic > Preferences > Paging/PTT Configuration >PTT Push to Talk.**
2. From the PTT Channel Configuration screen, tap **Accept While Busy,** and enable or disable the setting. The default setting is Disabled. When enabled, your phone will accept and play broadcasts while you're in an active call. When disabled, your phone won't play broadcasts while you're in a call, but will hold them instead.

Logging into Phones

If your system administrator has set up the User Login feature, you can view your personal phone settings from any phone in the organization. This means you can access your contact directory and speed dials, as well as other phone settings, even as you temporarily change work areas.

If you change any settings while you're logged in to a phone, the settings are saved and displayed the next time you log in to a phone. When you log out, your personal phone settings no longer display.

You can log in to a phone by entering your user ID and password. Default passwords are preset at the factory to the numerals *123.*

Note: Placing a Call from a Phone in the Logged-Out State

If a phone is in the logged-out state and requires a user login, you may be able to use the phone to place emergency calls to standard emergency numbers, such as 911, and other pre-configured phone numbers. These numbers are configured by your administrator. For information on how to place authorized calls, see **Placing Calls from Phones that are in the Logged-Out State**.

If the User Login feature is set up on your company's phones, you'll need to know how to:

- Log in to a phone to access your personal phone settings.
- Log out of a phone after you finish using it.
- Place a call to an authorized number from a phone that is in the logged-out state and requires a user login.
- Change your user password.

Logging In and Out of a Phone

Depending if the User Login feature is enabled and required, you may or may not have to log in to the phone to use it. However, if you want to see your personal phone settings from the phone, you'll have to log in. If you don't log in, you'll see the phone's default phone profile.

While logged in, you'll have full access to your personal phone settings and your directory. After you log out of the phone, you'll no longer be able to view this information on the phone.

After you use a phone, be certain to log out of the phone to prevent access to your personal settings.

Note: Accessing the Calendar When the User Login Feature is Enabled

If you log in to a phone that has the User Login feature enabled, and then want to access features that require your login credentials, you'll need to re-enter your login credentials so that the features will work. For more information, see **Accessing Features with Your Login Credentials**.

To log in to a phone:

1. If the User Login screen is in view, go to step 2. If the User Login screen isn't in view, do one of the following:

   - From Lines view, tap **Log in.**

     or

   - Tap **Settings** from Home view, and tap **Features > User Login > Log in.**

2. From the User Login screen, enter your user ID and password, and tap **Log in.**

   Default passwords are preset at the factory to the numerals *123.* However, your system administrator may have changed this for security reasons.

If your login credentials are accepted, the phone updates to display your personal phone profile. If your credentials are not accepted, the message *User login failed* is displayed, and the User Login screen displays again. If you need to confirm your credentials, ask your system administrator.

To log out of a phone:

1. From Lines view, tap **Log out.** Or, tap **Settings** from Home view, and tap **Features > User Login >Log out.**

   The Logout screen displays with a confirmation message.

2. Tap **Yes.**

Your personal profile is no longer accessible, and the phone displays either the User Login screen for the next user login, or the default phone profile for anonymous users.

Placing Calls from Phones that are in the Logged-Out State

If a phone doesn't require a user login, you can use the phone to place calls to any number, even though the phone may be in the logged-out state.

If a phone requires a user login, you may be able to place calls to authorized numbers when the phone is in the logged-out state. If your system administrator has set up emergency numbers on the phone, you can place calls to the standard emergency number, such as 911, and up to five other authorized numbers. You won't be able to call any other numbers until you log in to the phone.

To place a call to an authorized number from a phone in the logged-out state:

1. Tap **New Call.**
2. From the Place an Authorized Call screen, tap the number you want to call, and tap **Dial.**

Changing Your Password

You can change your password from any phone that you're currently logged in to.

Note: User Password Security Best Practices

By default, user passwords are factory preset to the numerals 123. Your administrator can change this default password if needed. Polycom recommends that you change your password when you first log in to a phone. Your user credentials are managed only by your administrator, meaning you can't change them yourself.

To change your user password:

1. Log in to any phone on your network.
2. Tap **Settings** from Home view, and tap **Features > User Login > Change User Login Password.**
3. From the Change User Login Password screen, enter your old password, enter a new password and confirm it, and then tap **Enter.**

Your password is changed. The next time you log in to a phone, you'll need to enter this password.

Locking the Phone

Lock your phone to do the following:

- Prevent unauthorized outgoing calls.
- Allow only authorized people to answer calls.
- Prevent people from viewing or modifying phone information, such as your directory, call lists, or favorites.

When your phone is locked:

- You can only make an outgoing call to a number from a list of authorized numbers.
- You must enter a password to answer incoming calls.
- All keys and screen items are disabled, except those that allow you to unlock the phone, make an authorized call, or view the browser if enabled.
- The messages *The phone is locked* and *Authorized calls only* scroll on the status bar in Lines view. Messages that displayed before the phone was locked don't display.

You can unlock the phone by entering your user password. If your phone restarts for any reason while it's locked, it will be locked when the phone restarts unless your phone is configured to start up unlocked.

About Your User Password

You are assigned a user password so you can answer calls from your locked phone and unlock the phone. By default, your user password is *123*. You can change your user password at any time.

To change your user password:

1. Tap **Settings** from Home view, and tap **Advanced.**
2. From the Password screen, enter your user password, and tap **Enter.**
3. From the Advanced screen, tap **Change User Password.**
4. From the Change User Password screen, enter your password information, and tap **Enter.**

Locking and Unlocking Your Phone

You can choose how you want your phone to handle incoming calls when it is locked. If you set up your phone to allow incoming calls when it is locked (the default setting), incoming calls will ring on your phone, and you can answer calls by entering your user password. If you set up your phone to ignore incoming calls, Do Not Disturb will be applied to all lines on your phone, and your phone won't ring.

To lock your phone:

1. Tap **Settings** from Home view, and tap **Basic > Lock Phone.**
2. From the Lock Phone screen, select how you want incoming calls handled when your phone is locked.
   - **Allow ringing when locked**—Select this option if you want your phone to ring when you have an incoming call. If you choose this option, you can answer a call by entering your password.
   - **DND when locked**—Select this option if you don't want your phone to ring. You won't have the option to answer incoming calls. All incoming calls will go to your voicemail system (if enabled) and display in your Missed Calls list. Note that enabling this option on shared lines disables ringing only. You will still see a visual notification of the call and have the option to answer it.

   The default setting is *Allow ringing when locked.*
3. Tap **Lock.**

Your phone is locked.

Timesaver: A Quick Way to Lock Your Phone

Your phone may be set up so that you can quickly lock it by tapping **Lock** from Lines view. If you do this, however, you can't choose how to handle incoming calls. Your phone will use the default setting—*Allow ringing when locked*—or the last setting you selected.

To unlock your phone:

1. Tap **Unlock.**
2. Enter your user password, and tap **Enter.**

The phone unlocks.

Calling and Answering from a Locked Phone

From a locked phone, anyone can dial the standard emergency number, such as 911, and up to five other authorized numbers that an administrator can set up. You can't call any other numbers from a locked phone. If you set up your phone so you can answer incoming calls when your phone is locked, you can answer calls by entering your user password.

To call an authorized number from a locked phone:

Do one of the following:

- Tap **New Call.** From the Place an Authorized Call screen, tap the number you want to call, and tap **Dial.**

  or

- Place a call to an authorized number by using the handset, headset, or speakerphone.

The call is placed.

To answer a call on a locked phone:

1. From the Incoming Call window, tap **Answer.**
2. Enter your user password, and tap **Enter.**

The call connects.

Accessing Features with Your Login Credentials

Your system administrator will assign you login credentials—a domain, user name, and password—so your phone can access the Calendar feature or work with Microsoft Lync Server 2010. If there is a problem with your login credentials, you won't be able to access the Calendar on your phone or use features associated with Microsoft Lync Server 2010. When your phone has incorrect login credentials, the following happens:

- An icon, , scrolls in the status bar.
- The message *Login Credentials have failed/Please update them if information is incorrect* displays for 10 seconds.
- Your phone will have a Warning message. For information about phone Warnings, see **Investigating Phone Warnings**.

To access the features again, re-submit or enter your login credentials.

Note: Accessing the Calendar when the User Login Feature is Enabled

If you log in to a phone that has the User Login feature enabled, and then want to access features that require your login credentials, you'll need to re-enter your login credentials so that the features will work.

To re-submit or enter your login credentials:

1. Tap **Settings** from Home view, and tap **Basic > Login Credentials.**
2. From the Login Credentials screen, tap **Submit.**

Your credentials are re-submitted and you have access to the feature(s) again.

Troubleshooting: What Happens if I Can't Access Features?

If you still don't have access to the feature(s), try entering your credentials, and tapping **Submit.** If you still don't have access, or you lock your account, see your system administrator.

Chapter 4: Customizing Your Phone

You can customize your phone in many ways. This chapter shows you how to:

- Change the language on your phone
- Change the time and date display
- Change the backlight settings
- Change the background picture
- Display a screen saver
- Use the phone as a digital picture frame
- Set up power saving mode

Changing the Language on Your Phone

Your phone supports several languages.

To change the language:

1. Tap **Settings** from Home view, and tap **Basic > Preferences > Language.**
2. From the Language screen, tap the language you want.

Changing the Time and Date Display

The time and date display in the status bar. If the phone can't obtain a time and date, the time and date display will flash. Contact your system administrator if either the time or date is incorrect.

You can choose from a variety of time and date display formats, including options to display the day, month, or year. You can also turn the time and date display off, so it doesn't display at all. Select and set options that are right for you.

To update the time and date display:

1 Tap **Settings** from Home view, and tap **Basic > Preferences > Time & Date.**

From the Time & Date screen, do one of the following:

- To change the date format, tap **Clock Date.**

or

- To change the time format, tap **Clock Time.**

or

- To change the order of the time and date display, tap Clock Order.

2 From the Clock Date, Clock Time, or Clock Order screen, tap the format you want.

To enable or disable the time and date display:

1 Tap **Settings** from Home view, and tap **Basic > Preferences > Time & Date.**

2 From the Time & Date screen, tap **Enable** or **Disable** to turn on or off the time and date display.

Changing the Backlight

Your phone's backlight has two components:

- **Backlight Intensity:**

  The brightness of the screen during phone activity and inactivity.

  Backlight intensity has three settings:

  - **Backlight On:** The brightness of the screen when there is phone activity.
  - **Backlight Idle:** The brightness of the screen when there is no phone activity.
  - **Maximum Intensity:** The brightness scale that applies to both Backlight On and Backlight Idle intensities.

- **Backlight Timeout:**

  The number of seconds the phone is inactive before the backlight dims to its Backlight Idle intensity. The backlight timeout period begins after your last key press or the last phone event, such as an incoming call.

You can change the Backlight On intensity and the Backlight Idle intensity separately. You can choose a high, medium, or low intensity, or turn off the backlight entirely.

When you change the Maximum Intensity, you modify the entire backlight intensity scale. For example, if you decrease the Maximum Intensity, the low, medium, and high levels for both Backlight On and Backlight Idle intensities decrease.

The backlight automatically turns on with any phone activity. By setting the Backlight Timeout, you can determine how long the phone should be idle before the backlight dims to its Backlight Idle intensity. By default, after the phone is idle for 40 seconds, the backlight dims.

To change the backlight intensity:

1. Tap **Settings** from Home view, and tap **Basic > Backlight Intensity.**
2. From the Backlight Intensity screen, tap **Backlight On Intensity.**
3. From the Backlight On Intensity screen, tap the intensity you want, and tap **Back.** The default is High.
4. From the Backlight Intensity screen, tap **Backlight Idle Intensity.**
5. From the Backlight Idle Intensity screen, tap the intensity you want, and tap **Back.** The default is Low.
6. From the Backlight Intensity screen, tap **Maximum Intensity.**
7. From the Maximum Intensity screen, tap **Up** or **Down** to increase or decrease the maximum intensity the screen can display.

To change the Backlight Timeout:

1. Tap **Settings** from Home view, and tap **Basic > Backlight Timeout.**
2. From the Backlight Timeout screen, tap the number of seconds the phone will be idle before the backlight dims. The default is 40 seconds.

Changing the Background Picture

You can change the background picture that displays on your phone. By default, your screen displays a blue-patterned background that is named *Default.*

Your system administrator sets up the background images for your phone. If no background images are set up, only the blue-patterned background, named *Default,* is available. If you want, you can set up a picture of your own as the background image. For more information, see **Using One of Your Own Pictures as the Background Picture**.

Web Info: Adding a Web Page as the Background on Your Phone

You may be able to add a Web page as the background on your phone. For more information, see **Customizing the Display Background (Technical Bulletin 62470)**.

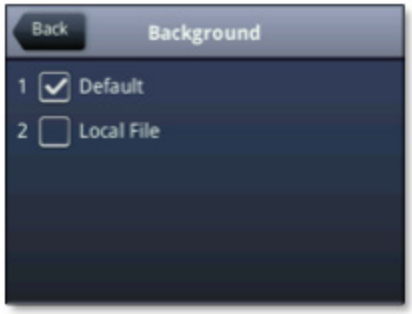
To change the background picture:

1 Tap Settings from Home view, and tap **Basic > Preferences > Background.**

The Background screen displays.

Depending how your system is set up, you may have to tap **Settings** from Home view, and tap **Basic > Preferences > Background > Select Background.** The Select Background screen will display instead.

The following figure shows a sample background screen. Your screen will have the default option, as well as other options that your administrator may have added to your phone. If you set an image on your USB flash drive as your background image, the image will display in the list as *Local File*.



2 Tap the background image you want.

Using One of Your Own Pictures as the Background Picture

You can use a picture that is stored on your USB flash drive as the background picture on your phone. When you set one of your pictures as the background picture, the picture will display as *Local File* in the Backgrounds list.

Before you can set a picture on your USB flash drive as the background picture, confirm the following:

- The picture is on a USB flash drive, and the USB flash drive is attached to your phone.
- You have specified the folder the picture is in on your USB flash drive.

For more information on placing a picture on your USB flash drive, connecting the USB flash drive to your phone, and specifying a folder, see **Displaying Screen Savers**.

Note: Restrictions for Background Images

When you use one of your own pictures as the background image, keep in mind the following:

- Progressive or multiscan JPEG images are not supported.
- The phone screen size is 320 x 240 pixels. Smaller images will be centered and surrounded with black space. Larger images will be scaled proportionally to fit the screen. Horizontal or vertical black bars may be added to preserve the original aspect ratio.

To use a picture on your USB flash drive as the background picture on your phone:

1. Tap **Settings** from Home view, and tap **Features > Removable Storage Media > Picture Frame.** Your pictures will display, one-by-one.
2. To set a picture as the background picture for your phone, wait for the picture to display, and tap . Or, tap one of the arrow icons, , to display the picture, and tap .

Home view updates to display the background picture you selected. To reset your background image to the default, select *Default* from the Background screen.

Displaying Screen Savers

You can set up a screen saver to display the pictures stored on a USB flash drive. The screen saver will automatically start each time your phone is idle a certain amount of time. You can stop the screen saver at any time by tapping the touchscreen. If your phone is idle again for a specified period of time, the screen saver will start again.

User Tip: Using Your Phone as a Digital Picture Frame

If you wish, you can use the Picture Frame feature to set a single picture to display, or have all pictures display in slide-show style. This avoids the need for you to set up a screen saver that automatically starts each time your phone is idle a certain amount of time. For more information, see **Using the Phone as a Picture Frame**.

Setting Up Screen Savers

To set up a screen saver of your pictures, you need to set up certain screen saver settings, place your pictures on a USB flash drive, and attach the USB flash drive to the phone. The phone can only display the screen saver when the USB flash drive is attached to the phone.

Web Info: Supported USB Flash Drives

For a list of supported USB flash drives, see **Supported USB Devices for Polycom Phones (Technical Bulletin 38084)**.

To set up a screen saver of your pictures:

1. Place one or more pictures on a USB flash drive, either in the root directory or in a folder.

   The pictures must have the following file type and size:

   - File type: BMP, JPEG, or PNG
   - Maximum size: 9999 x 9999 pixels

2 Attach the USB flash drive to your phone.

The USB icon, , displays on the status bar.

For information on how to attach a USB flash drive, see the Quick Start Guide for your phone, available from the VVX 500 Business Media Phone Support Web page.

3 Tap **Settings** from Home view, and tap **Basic > Preferences > Picture Frame.**

4 From the Picture Frame screen, specify the folder in which you stored your images on the USB flash drive, and the length of time you want each image to display:

- Tap **Folder**, and enter the name of the folder in which you placed your images on the USB flash drive.

  If you didn't place the pictures in a folder, but placed them in the root directory instead, don't enter a folder name.

- Tap **Time Per Image,** and enter the number of seconds you want each picture to display.

  You can enter a minimum of 3 seconds and a maximum of 300 seconds. The default is 5 seconds.

- Tap **Save.**

If the message *No pictures found* displays after you tap **Save,** there are no pictures in the folder you specified, or in the root directory if you didn't enter a folder name. Go back and make sure the information you entered is correct.

5 Tap **Settings** from Home view, and tap **Basic > Preferences > Screen Saver.**

6 From the Screen Saver screen, do the following:

- Tap **Screen Saver,** and tap **Enabled.**
- Tap **Wait Time,** and enter the number of minutes the phone should wait after no activity before displaying the screen saver.

  You can enter a minimum of 1 minute and a maximum of 9999 minutes. The default is 15 minutes.

- Tap **Save.**

After the number of minutes you specified in the Wait Time field, your phone will display the screen saver. You can stop the screen saver at any time by touching the screen, but the screen saver will re-start if your phone is idle again.

Interrupting and Disabling Screen Savers

You can stop a screen saver at any time by touching the screen. After your phone is idle for the specified period of time, the screen saver will start again.

You can disable a screen saver—prevent it from starting, even if your phone has been idle for the specified period of time—by doing the following:

- Removing the USB flash drive.

  The screen saver will not display until you attach the USB flash drive again, and your phone has been idle for the period of time you specified.

- Disabling the *Screen Saver* setting. When you disable the setting, the screen saver won't display, even though the USB flash drive is still attached.

To disable the Screen Saver setting:

1. Tap **Settings** from Home view, and tap **Basic > Preferences > Screen Saver.**
2. From the Screen Saver screen, tap **Screen Saver,** and tap **Disabled.**
3. Tap **Save.**

Using the Phone as a Picture Frame

You can view the pictures that are stored on your USB flash drive at any time, without setting up a screen saver that automatically starts each time your phone is idle a certain amount of time. This is called the Picture Frame feature. You can display your pictures as thumbnails, one-by-one like a slide show, or display just one picture.

Before you can display your pictures, confirm the following:

- Your pictures are on the USB flash drive, and the USB flash drive is attached to your phone.
- You have specified the folder the pictures are in on your USB flash drive.

For information on how to place pictures on a USB flash drive, connect the USB flash drive to your phone, and specify a folder, see **Displaying Screen Savers**.

To display the pictures on your USB flash drive:

- Tap **Settings** from Home view, and tap **Features > Removable Storage Media > Picture Frame.**

Your pictures will display one-by-one, like a slide show. Six icons display beneath your pictures.

The following figure shows a picture that is stored on a USB flash drive, and the six icons that display so you can set a picture as the background image on your phone, or display the pictures as thumbnails, one-by-one, or as one picture only.

Tap an icon to do the following:

Tap this...	*To do this...*
	View thumbnails of your pictures.
	View the previous picture.
	View the next picture.
	Pause and display the current picture only.
	Display the pictures one-by-one again.
	Stop displaying the pictures. The pictures will not display again until you access the Picture Frame feature again (unless you have a screen saver set up, or you enable one).
	Set the picture that currently displays as the background picture for your phone.

Using Power-Saving Mode

Your phone is set up with a power-saving mode that turns off the touchscreen to conserve energy. Your phone enters power-saving mode after it has been idle for a certain period of time.

You can configure the period of time that the phone is idle before the touchscreen turns off. You can configure different idle timeouts for office hours and off hours, such as evenings and weekends.

During off hours, the message Off Hours Mode scrolls on the status bar. Your phone will exit power-saving mode if a phone event occurs—for example, if the phone has an incoming call or message, or you press a key or tap the screen. If a screen saver is enabled on your phone, power-saving mode will still occur.

The power-saving settings you can update are:

- **Office Hours**—When you start work and how long you're in the office each day. For more information, see **Changing Your Office Hours**.
- **Timeouts**—The period of time the phone should be idle before the touchscreen turns off. For more information, see **Changing Timeouts**.

Changing Your Office Hours

Update your office hours so the phone will know when you're in the office. When you update your office hours, you specify when you start, and how long you work each day.

To change your office hours:

1. Tap **Settings** from Home view, and tap **Basic > Power Saving > Office Hours > Start Hour.**
2. From the Start Hour screen, tap the day of the week you want to update, enter your start time, and tap **Save.**

   Enter a start time using the 24-hour clock. You can enter a start time from 0 to 23. The default start time is 8.
3. From the Office Hours screen, tap **Duration.**
4. From the Duration screen, tap the day of the week you want to update, enter the number of hours you work, and tap **Save.**

   Enter a duration of 0 to 12 hours per day. The default duration is 10 hours per day (for Monday to Friday) and 0 hours per day (for Saturday and Sunday).

Changing Timeouts

You can update the period of time the phone will be idle before the touchscreen turns off. You can specify different timeouts for office hours (Office Hours Idle Timeout) and non-office hours (Off Hours Idle Timeout). By default, the Office Hours Idle Timeout is much longer than the Off Hours Idle Timeout.

You can also specify a separate timeout period that applies after you press a key or tap the screen. This is called the User Input Idle Timeout. You can choose to set a higher User Input Idle Timeout than the Office Hours and Off Hours Idle Timeouts so that when you're actively using the phone, power-saving mode won't initiate as often.

User Tip: Determining Which Idle Timeout Applies

If you press a key or tap the screen, the idle timeout period that applies (User Input Idle Timeout or Office Hours/Off Hours Idle Timeout) will be the timeout with the highest value.

To change timeouts:

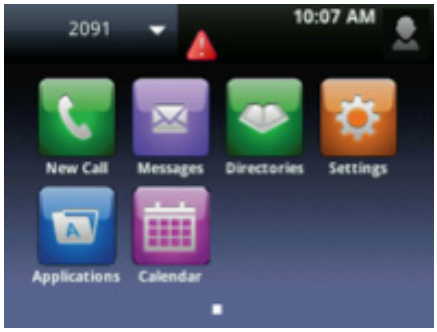
1. Tap **Settings** from Home view, and tap **Basic > Power Saving > Timeouts.**
2. Tap **Office Hours Idle Timeout,** and enter the number of minutes the phone should wait, during office hours, before starting power-saving mode. Enter a number between 1 minute and 600 minutes. The default is 10 minutes.
3. Tap **Off Hours Idle Timeout,** and enter the number of minutes the phone should wait, during off-hours, before starting power-saving mode. Enter a number between 1 minute and 10 minutes. The default is 1 minute.
4. Tap **User Input Idle Timeout,** and enter the number of minutes the phone should wait after a key press or screen tap before starting power-saving mode. Enter a number between 1 minute and 10 minutes. The default is 10 minutes.
5. Tap **Save.**

Chapter 5: Administrative Tasks

If your phone is unable to operate properly, you may have to investigate or troubleshoot issues. To solve issues, your administrator may ask you to restart your phone, update the phone's configuration, or test phone hardware. This chapter shows you how to perform all these tasks.

Investigating Phone Warnings

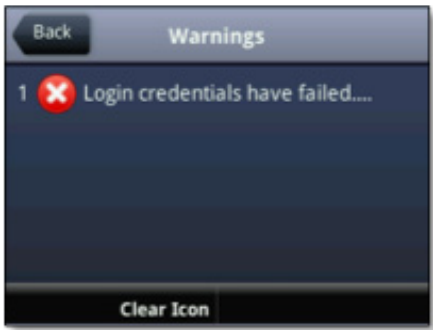
If your phone is unable to perform certain tasks, a warning icon, , will display in the status bar, as shown next. The warning icon lets you know that your phone has one or more issues that you should know about. You can view details about the issues from the Warnings screen.



To view a detailed list of phone issues:

- Tap **Settings** from Home view, and tap **Status > Diagnostics > Warnings.**

  The Warnings screen displays (as shown next), listing any phone issues.



After you view the phone warnings, you can tap **Clear Icon** to remove the warning icon from the status bar. The warning will still display in the Warnings list until the phone issue is fixed.

Each time your phone has a warning that you haven't viewed, the Warning icon displays.

Restarting the Phone

Your system administrator may ask you to restart your phone if your phone malfunctions or to assist in troubleshooting.

Caution: Before You Restart Your Phone

Before you restart your phone, contact your system administrator. If your phone is malfunctioning, you may be able to restore normal operation without restarting the phone. In addition, your administrator may want to troubleshoot your phone before you restart it.

If you need to update your phone's configuration, don't restart your phone. To update the phone's configuration, see Updating Phone Configuration.

To restart the phone:

1. Tap **Settings** from Home view, and tap **Basic > Restart Phone.**

   The message *Are you sure?* displays.

2. If you still want to restart the phone, tap **Yes.**

The restart process begins. The process ends when the default Home screen displays.

Updating Phone Configuration

Your system administrator may ask you to update your phone configuration. You may be able to do this without restarting your phone.

To update your phone's configuration:

1. Tap **Settings** from Home view, and tap **Basic > Update Configuration.**

   The message Are you sure? displays.

2. To update the configuration, tap **Yes.**

The configuration is updated. Your phone may restart, depending on the phone settings that have changed.

Testing Phone Hardware

Your system administrator may ask you to access a diagnostics menu on your phone to test your phone hardware. You can test your phone's microphones, speaker, handset, third-party headset (if present), keypad mappings, touchscreen, and LEDs . See your system administrator for instructions on how to perform these tests.

To test your phone hardware:

1. Tap **Settings** from Home view, and tap **Status > Diagnostics > Test Hardware.**
2. From the Test Hardware screen, tap one of the following:
   - **AudioDiagnostics**
   - **KeypadDiagnostics**
   - **DisplayDiagnostics**
   - **TouchScreenDiagnostics**
   - **BrightnessDiagnostics**
   - **LEDDiagnostics**

Service Agreements

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Polycom is expected to warrant any replaced or repaired product or part for ninety (90) days from shipment, or the remainder of the initial warranty period, whichever is longer. Products returned to Polycom must be sent prepaid and packaged appropriately for safe shipment, and it is recommended that they be insured or sent by a method that provides for tracking of the package. Responsibility for loss or damage does not transfer to Polycom until the returned item is received by Polycom. The repaired or replaced item will be shipped to Customer, at Polycom's expense, not later than thirty (30) days after Polycom receives the defective product, and Polycom will retain risk of loss or damage until the item is delivered to Customer.

The product software comes with 90-day software warranty, providing for software updates (minor releases/bug fixes). To continue to receive support, purchasing a maintenance contract is the most economical solution.

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- Unauthorized use of common carrier communication services accessed through the product.
- Abuse, misuse, negligent acts or omissions of Customer and persons under Customer's control; or
- Acts of third parties, acts of God, accident, fire, lightening, power surges or outages, or other hazards.

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Safety and Compliance

Part 15 FCC Rules

This device is compliant with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and
2. This device must accept any interferences received, including interference that may cause undesired operation.

Class B Digital Device or Peripheral

Note: This equipment is tested and complies with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

1. Reorient or relocate the receiving antenna.
2. Increase the separation between the equipment and receiver.
3. Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
4. Consult the dealer or an experienced radio/TV technician for help.

Modifications

In accordance with Part 15 of the FCC Rules, the user is cautioned that any changes or modifications not expressly approved by Polycom, Inc. could void the user's authority to operate the equipment. This equipment may not be used on a coin service or party line.

Installation Instructions

Installation must be performed in accordance with all relevant national wiring rules.

L'Installation doit être exécutée conformément à tous les règlements nationaux applicable au filage électrique.

When using Power over Ethernet (PoE), the equipment is to be connected only to PoE networks without connections to the outside plant.

Plugs Acts as Disconnect Device

The socket outlet to which this apparatus is connected must be installed near the equipment and must always be readily accessible.

La prise électrique à laquelle l'appareil est branché doit être installée près de l'équipement et doit toujours être facilement accessible.

Industry Canada (IC)

This Class [B] digital apparatus complies with Canadian ICES-003. Cet appareil numérique de la classe [B] est conforme à la norme NMB-003 du Canada.

CE and VCCI Mark

This VVX 500 phone is marked with the CE mark. This mark indicates compliance with EC Directive 1999/5/EC. A full copy of the Declaration of Conformity can be obtained from Polycom Ltd., 270 Bath Road, Slough, Berkshire, SL1 4DX, UK.

CE Mark R & TTE Directive (EU only)

Česky [Czech]: Polycom (UK) Ltd tímto prohlašuje, že tento VVX 500 je ve shodě se základními požadavky a dalšími příslušnými ustanoveními směrnice 1999/5/ES.

Dansk [Danish]: Undertegnede Polycom (UK) Ltd erklærer herved, at følgende udstyr VVX 500 overholder de væsentlige krav og øvrige relevante krav i direktiv 1999/5/EF.

Deutsch [German]: Hiermit erklärt Polycom (UK) Ltd, dass sich das Gerät VVX 500 in Übereinstimmung mit den grundlegenden Anforderungen und den übrigen einschlägigen Bestimmungen der Richtlinie 1999/5/EG befindet.

Eesti [Estonian]: Käesolevaga kinnitab Polycom (UK) Ltd seadme VVX 500 vastavust direktiivi 1999/5/EÜ põhinõuetele ja nimetatud direktiivist tulenevatele teistele asjakohastele sätetele.

English: Hereby, Polycom (UK) Ltd. Declares that this VVX 500 is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

Español [Spanish]: Por medio de la presente Polycom (UK) Ltd declara que el VVX 500 cumple con los requisitos esenciales y cualesquiera otras disposiciones aplicables o exigibles de la Directiva 1999/5/CE.

Ελληνική [Greek]: ΜΕ ΤΗΝ ΠΑΡΟΥΣΑ Polycom (UK) Ltd ΔΗΛΩΝΕΙ ΟΤΙ VVX 500 ΣΥΜΜΟΡΦΩΝΕΤΑΙ ΠΡΟΣ ΤΙΣ ΟΥΣΙΩΔΕΙΣ ΑΠΑΙΤΗΣΕΙΣ ΚΑΙ ΤΙΣ ΛΟΙΠΕΣ ΣΧΕΤΙΚΕΣ ΔΙΑΤΑΞΕΙΣ ΤΗΣ ΟΔΗΓΙΑΣ 1999/5/ΕΚ.

Français [French]: Par la présente Polycom (UK) Ltd déclare que l'appareil VVX 500 est conforme aux exigences essentielles et aux autres dispositions pertinentes de la directive 1999/5/CE.

Italiano [Italian]: Con la presente Polycom (UK) Ltd dichiara che questo VVX 500 è conforme ai requisiti essenziali ed alle altre disposizioni pertinenti stabilite dalla direttiva 1999/5/CE.

Íslenska (Icelandic): Hér með lýsir Polycom (UK) Ltd yfir því að VVX 500 er í samræmi við grunnkröfur og aðrar kröfur, sem gerðar eru í tilskipun 1999/5/EC

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Lietuvių [Lithuanian]: Šiuo Polycom (UK) Ltd deklaruoja, kad šis VVX 500 atitinka esminius reikalavimus ir kitas 1999/5/EB Direktyvos nuostatas.

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Malti [Maltese]: Hawnhekk, Polycom (UK) Ltd, jiddikjara li dan [il-mudel tal-prodott] jikkonforma mal- ħtiġijiet essenzjali u ma provvedimenti oħrajn relevanti li hemm fid-Dirrettiva 1999/5/EC.

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Norsk [Norwegian]: Polycom (UK) Ltd erklærer herved at utstyret VVX 500 er i samsvar med de grunnleggende krav og øvrige relevante krav i direktiv 1999/5/EF.

Polski [Polish]: Niniejszym Polycom (UK) Ltd oświadcza, że VVX 500 jest zgodne z zasadniczymi wymaganiami oraz innymi stosownymi postanowieniami Dyrektywy 1999/5/WE

Português [Portuguese]: Polycom (UK) Ltd declara que este VVX 500 está conforme com os requisitos essenciais e outras disposições da Directiva 1999/5/CE.

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取扱説明書に従って正しい取り扱いをして下さい。 VCCI－B

WARNING Electrical Safety

To avoid electric shock, do not connect safety extra low voltage (SELV) circuits to teleconference station network (TNV) circuits. LAN ports contain SELV circuit, and WAN ports contain TNV circuits. Some LAN and WAN ports both use RJ-45 connectors. Use caution when connecting cables.

This product is rated 48Vdc, 0.375A. When used with the optional external power supply (PSC18U-480, or similar rated PSU), the power supply shall be a Listed power supply with a LPS output, rated 48V, min. 0.38A.

Russian Compliance

Ministry of Information Technologies & Communication of the Russian Federation – Declaration of Conformity. Д- СПД-5520 valid till 15/11/2014.

New Zealand Telepermit

Polycom VVX 500 VoIP Desktop Telephone (PTC 220/11/098).

CE and VCCI Mark

This VVX 500 phone is marked with the CE mark. This mark indicates compliance with EC Directive 1999/5/EC. A full copy of the Declaration of Conformity can be obtained from Polycom Ltd., 270 Bath Road, Slough, Berkshire, SL1 4DX, UK.

Special Conditions for this User Guide

PTC General Warning

The grant of a Telepermit for any item of terminal equipment indicates only that Telecom has accepted that the item complies with minimum conditions for connection to its network. It indicates no endorsement of the product by Telecom, nor does it provide any sort of warranty. Above all, it provides no assurance that any item will work correctly in all respects with another item of Telepermitted equipment of a different make or model, nor does it imply that any product is compatible with all of Telecom's network services.

Echo Cancellation

Echo cancellers are not normally required in the Telecom PSTN because geographic delays are acceptable where CPE return loss is maintained within Telepermit limits. However, those private networks making use of Voice over IP technology are required to provide echo cancellation for all voice calls. The combined effect of audio / VoIP conversion delay and IP routing delay can cause the echo cancellation time of 64 mS or more to be required.

Software Version in this Polycom VVX 500 VoIP Desktop Telephone When Used on the Telecom Network

This telephone must be equipped with the software installed during the PTC testing (version 6.4.1.0008) for compliance to be guaranteed.

Recommended Operating Ambient Temperatures

- Operating temperature: +32 to 104°F (0 to 40°C)
- Relative humidity: 5% to 95%, noncondensing
- Storage temperature: -40 to +160°F (-40 to +70°C)

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10.2 General. This Agreement represents the complete agreement concerning this license and may be amended only by a writing executed by both parties. If any provision of this Agreement is held to be unenforceable, such provision shall be reformed only to the extent necessary to make it enforceable.

10.3 Contact. If you have any questions concerning this Agreement, or if you desire to contact Polycom for any reason, please contact the Polycom office serving your country.

10.4 U.S. Government Restricted Rights. The software and documentation provided by Polycom pursuant to this Agreement are "Commercial Items," as the term is defined at 48 C.F.R. §2.101, consisting of "Commercial Computer Software" and "Commercial Computer Software Documentation," as such terms are used in 48 C.F.R. §12.212 or 48 C.F.R. §227.7202, as applicable. Consistent with 48 C.F.R. §12.212 or 48 C.F.R. §§227.7202-1 through 227.7202-4, as applicable, the Commercial Computer Software and Commercial Computer Software Documentation are licensed to United States Government end users (1) only as Commercial Items and (2) with only those rights as are granted to all other users pursuant to the terms of this Agreement.

www.polycom.com

Corporate Headquarters:	4750 Willow Road, Pleasanton, CA 94588, USA Phone: 925.924.6000
Israel Office:	94 Derech Em Hamoshavot P.O.B. 3654, Petach-Tikva 49130, Israel Phone: +972 3 925 1444 Fax: +972 3 921 1571
Netherlands Office:	Tarnspolis Park, Siriusdreef 41, 2132 Wt Hoofddorp Netherlands Phone: 31-0-230-2600